

# Warranty

## **Bird-X, Inc. Manufacturer's Warranty, Performance Guarantee and Return Policy**

### **Bird-X Manufacturer's Warranty**

We will correct our shipping or packing errors and replace damaged or defective merchandise at no charge if informed **within 30 days**.

All electronic products are covered under our manufacturer's warranty against defects in materials and workmanship for a period of **six months** from the shipping date. At its option, Bird-X will either replace or repair the defective unit. An [extended warranty](#) is also available. Please [contact Customer Service](#) for help with any of the items.

### **Bird-X 30-Day Performance Guarantee for Electronic Products**

We guarantee the effectiveness of Bird-X electronic pest repelling products. If your electronic device fails to address your pest problem as expected, please [contact us](#) within 30 days of purchase to arrange a return for refund, credit or an alternative solution. You must follow our Return Policy (below).

*NOTE: This Performance Guarantee applies only to electronic items purchased directly from Bird-X, Inc. If you purchased your Bird-X product through a distributor or retailer, other conditions may apply. Please contact your vendor directly regarding their return policy.*

### **Bird-X Return Policy**

Returns are accepted at Bird-X's discretion according to our Manufacturer's Warranty & Limited Performance Guarantee (above) AND the following conditions:

- **In all cases and for all returns for any reason, please [contact Customer Service](#) to obtain an RGA** (Returned Goods Authorization). Otherwise, your return may be delayed or rejected.
- Product must be returned in clean, saleable condition at purchaser's expense.
- Returning goods are shipped at purchaser's risk. For your protection, please insure your package and use a trackable shipping service.
- Invoice Packing List or Receipt **MUST** be included in package.
  
- Pack unit securely and clearly write RGA# with shipping address.
- RGA# should be included on package and enclosed paperwork.

**NO RETURNS ACCEPTED WITHOUT PRIOR AUTHORIZATION.**

Your satisfaction is important to us. Since 1964, Bird-X, Inc. has helped countless corporate & institutional customers and homeowners solve their pest bird & animal problems – safely and humanely. We are proud of our products and reputation. Please [contact Customer Service](#) to answer any questions, for help in resolving any issues or problems, and prior to returning any item for any reason.

Website: <http://www.bird-x.com/>