

The Backyard Wildbird & Nature Store Return Policy

Any and all returns, refunds, or exchanges require proof of purchase—printed receipt or gift receipt, or receipt on account. Gift receipts extend the return window from 30 days to 60 days but are only applicable for store credit.

Unopened and unused items can be returned within 30 days with proof of purchase. Lightly used or unused items with manufacturing defects can be exchanged for same/similar item or store credit with proof of purchase within 30 days.

Open seed or open suet **cannot** be exchanged, returned, or refunded. Seed or suet more than 30 days old cannot be returned, exchanged, or refunded.

Refunds must go back onto the same card the original item was purchased with or as store credit on their account.

Open or used items are not accepted for returns, refunds, or exchanges. Items over 30 days old are not accepted for returns, refunds, or exchanges.

Damaged items or floor models sold at a discount are final sale only.

We do not accept responsibility for live insects that do not hatch or die off (e.g., mason bees, ladybugs) as they are final sale only.

Once they have exited the building, we do not accept returns, refunds, or exchanges for anything living, e.g., insects or nematodes.

Gift cards are non-refundable.

We are currently not accepting returns or refunds on unused seed cards.

Damaged items under warranty: If we have the necessary parts, we replace them for free. Otherwise contact manufacturer for replacement items or parts.