

30-Day Satisfaction Guaranteed Policy

Your satisfaction with our bird feeders and service is our top priority!

If you are anything less than completely satisfied with your bird feeder or bird accessory, you may return it within 30 days of receipt for a product replacement or money refund of your full merchandise cost. It's part of our worry-free shopping policy!

Returned products should be in their original condition and packaging and be shipped pre-paid to Woodstream Corporation - BirdFeeders.com's parent company. We can only refund shipping costs if your return is due to any of the following reasons:

- We sent the incorrect item(s)
- Item(s) arrived damaged
- Item(s) did not work because of a manufacturing defect

Due to the customization and special handling required by our Design-a-Feeder line, returns are only accepted due to errors made by Woodstream/Perky-Pet®. Please contact 855-PERKYPET (855-737-5973) with any questions or concerns. Thank you.

12-Month Limited Warranty

Additionally to our 30-day satisfaction guaranteed policy, we offer an exclusive 12-month limited warranty on all bird feeders purchased in BirdFeeders.com.

We warrant our feeders to be free from defects in materials and workmanship for the warranty period. If we determine there may be a defect, we will provide the original purchaser with either the necessary replacement parts or a replacement feeder, free of charge. This does not extend to damage due to neglect, accident, misuse, or exposure to aggressive animals, nor does it include normal use and wear and tear. To originate a return, please follow these simple steps:

Return Procedure

Contact our Consumer Care department via [email](#) or phone at 1-855-PERKYPET (855-737-5973) to request a Return Goods Authorization (RGA) prior to making a return. You will be given an RGA number, which must accompany the item(s) being returned. All product being returned to our warehouse must be authorized and reference an RGA # on the return packing list. We reserve the right to refuse any return that has not been authorized.

Please do not attempt to make a return without getting a RGA first!

Packaging Your Return

1. Please fill out the RGA information, include the original packing slip with your return, and wrap the package securely.
2. Affix the return label on to the package.
3. Write your assigned RGA# in the space provided. For your protection, we recommend that you use UPS or Insured Parcel.

Contact Us

Need help with your online order or a product question?

Our Consumer Relations team is here to help via phone:

Phone: 855-737-5973 855-PERKYPET

Monday - Friday 8 - 7 pm EST and Saturday 9 - 5pm EST

Live Chat: Monday - Saturday 9 - 5 pm EST

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.