

Cozy Products Manufacturer's Warranty

If informed within 30 days, we will correct our shipping or packaging errors and replace damaged or defective merchandise at no charge.

All electronic products are covered under our manufacturer's warranty against defects in materials & workmanship for a period of six months from the shipping date. At its option, Cozy Products will either replace or repair the defective unit. Please contact Customer Service for help with any of the items.

Cozy Products Return Policy

Returns are accepted at Cozy Products' discretion according to our Manufacturer's Warranty 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 & use a trackable shipping service.
 - Invoice Packing List or Receipt MUST be included in package.
 - Pack unit securely & clearly write RGA# with shipping address.
 - RGA# should be included on package & enclosed paperwork.

NO RETURNS ACCEPTED WITHOUT PRIOR AUTHORIZATION.

Cozy Products
Division of Bird-X, Inc.

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.