



Wilderness Family Naturals

*99 Edison Blvd., Suite 1
Silver Bay, MN 55614
Phone (218) 226-3985
Fax (218) 226-3303*

Wilderness Family Naturals Return Policy

Damaged Products:

Damaged products should be reported to Wilderness Family Naturals upon receipt of shipment. Please notify customer service at (800) 945-3801. **DO NOT DESTROY THE ORIGINAL PACKAGING.** A shipping representative may return to your residence / establishment to pick-up the damaged product. As a courtesy, Wilderness Family Naturals will re-ship the product and file a shipping claim on your behalf.

Mis-Shipments:

Please notify Wilderness Family Naturals upon receipt of any mis-shipments to your order. We will gladly verify our packing slips and, if necessary, re-ship the correct product at our cost. As an alternative, you may choose to keep the product at a 15% discount off retail prices, or return per our instructions.

Defective Products:

If you feel a product is defective, please contact Wilderness Family Naturals within 30 days of receipt to request a replacement. Please contact Customer Service at (800) 945-3801 to acquire a (RMA) Return Merchandise Authorization number. Products returned without an RMA number will be discarded without reimbursement. A defective product can be returned, at the customer's cost, to Wilderness Family Naturals, 99 Edison Blvd, Suite 1, Silver Bay, MN 55614. Wilderness Family Naturals will inspect the product for quality and integrity. If the product is found to be defective, Wilderness Family Naturals will replace the product where applicable and refund return shipping costs. Refunds, in lieu of replacements, will be handled at the company's discretion.

If the returned product is found to be of good quality and condition, the product may be returned to the customer or destroyed, at the company's discretion. No replacements, refunds, or credit for returned shipments will be issued under these circumstances.

Re-Stocking:

Product quality can be a matter of personal preference and experience. Wilderness Family Naturals is unable to replace, exchange or credit an opened, perishable, and/or used product. However, if you have ordered multiple units of a product and it is not to your satisfaction, you may return remaining unopened products to Wilderness Family Naturals within 30 days of order and at the customers' expense. You will be assessed a 20% restocking fee for this service.