Returns & Warranty Policy

TWO YEAR LIMITED WARRANTY Bird Control Group products are warranted to be free from defects in materials or workmanship for two (2) years from the date of purchase from an authorized partner of Bird Control Group products. Within this period, Bird Control Group will, at its sole discretion, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge for parts and/or labor. Replacement products may be new or refurbished at our discretion.

This warranty does not apply to:

(I) cosmetic damage, such as scratches, nicks, stains and dents;
(II) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship;
(III) damage caused by accident, abuse, misuse, water (in excess of specifications), flood, fire, or other acts of nature or external causes;
(IV) damage caused by service performed by anyone who is not an authorized partner; (v) damage to a product that has been modified or altered without the prior written permission of Bird Control Group; or a product where the serial number has been removed.

Repairs have a ninety (90) day warranty. If the unit sent in is still under its original warranty, then the new warranty will be the longer of ninety (90) days or the balance of the original two year warranty.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express, implied, or statutory, including and liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. Subject to applicable law, in no event shall our liability exceed the purchase price of the products.

If a defect is reported after the warranty period Bird Control Group can offer an assessment of the defect including quotation for repair or replacement, following the return policy as described below.

RETURNS For all returns, including warranty and after-warranty returns, you must pack your product in its original packaging and include all accessories and documentation. We reserve the right to charge for any damage to the product, and missing part fees may apply.

Please contact our Technical Support team prior to returning any product to receive a return authorization form and RMA number. You will be responsible for, and pre-pay, all return shipping charges and shall assume all risk of loss or damage to product while in transit to us. We recommend that you use a traceable method of shipping for your protection. We will pay for shipping to return any product to you. Email us at support@birdcontrolgroup.com to obtain an RMA number. Once you have obtained the RMA number, please send us your purchased product with the RMA number clearly marked on the outside of the package and on the shipping slip if you choose to use traceable carriers such as UPS, DHL or FEDEX.

Shipping fees for returns are your responsibility. Return shipping instructions and return address will be included in your RMA document provided by Bird Control Group.

The warranty is not transferable.