



AWARE: Atlanta Wild Animal Rescue Effort, Inc.

Returns and Refunds Policy

Thank you for shopping at AWARE. We want you to be happy with your purchase. If you are not satisfied, we will do what we can to make it right.

Contact Us

Please contact us and let us know that you are returning an item or with any questions you may have at: admin@awarewildlife.org.

Returns

You have 30 days to return an item to AWARE from the date that you received it.

To be eligible for a refund, your item must be in the same condition that you received it.

Returns should be sent to:

AWARE Wildlife Center
4158 Klondike Road
Lithonia, GA 30038

Please include a note as to why you are returning the item and your name, address and contact information. Please also note whether you want a refund or an exchange.

Refunds

If you've indicated that you want a refund, we will credit your credit card or send you a check if you paid with cash or a check. We will notify you when this has been completed from our end.

Exchanges

If you would like an exchange, please send us an email at the contact email above and let us know what you would like as the replacement. Return your item to the address above. Once we receive your return, we will send you a replacement item.

Shipping

If the item was damaged in shipment to you, please take a picture of the damages to the shipping box and to the item and send them to us. This will allow us to make a claim with the shipper.

If the item was not damaged in shipment, you will be responsible for the cost of shipping the item back to us.

We cannot be responsible for a return making it to us. Therefore, we strongly encourage you to use a trackable shipping service or purchase shipping insurance. If your item never reaches us, we will not be able to issue a refund or exchange.