

RETURN POLICY

Returns

If, within 30 days, you are not satisfied with your purchase, upon receipt of your returned item, Indiv Farm Supply will replace the item or provide a credit for the full merchandise amount less any shipping charges. Special and custom orders are not returnable, but any defective parts will be replaced. Returns cannot be shipped collect or C.O.D. All items returned must be in their original packaging and like new condition. Items returned that are not fit for resale cannot be refunded.

If outside of 30-days but under 90-days and the product is unused and still in its original packaging and like new condition, Indiv Farm Supply will review the product upon receipt and, at our sole discretion, may issue a credit for the merchandise, minus a 25% restocking fee. Customer is responsible for return shipping cost. Special and custom orders are not returnable.

Return authorization must be obtained prior to returning products and should be shipped to:

Indiv Farm Supply
Attn: Returns / Ref# (your order number)
5 Lipscomb Ln
Buffalo, MO 65622

Please be sure to include the order number on the outside of the box and at least one of the following with the product: invoice number, order number and/or account number along with a reason for the return. Please allow 2-3 weeks for the processing of your return. Items returned without prior authorization may be refused.

If you have any questions concerning your return, please email returns@indiv.com

Defective Products

If you have received a defective product and are within the 30 days of purchase, Indiv Farm Supply will, at our sole discretion, issue a refund or exchange the defective item. The customer is responsible for all return shipping costs until product is declared defective. If product is declared defective, customer will be credited the cost of the product and the return shipping cost. Indiv Farm Supply will not provide a refund or ship warranty replacement items prior to receipt of defective goods.

If outside of 30 days, Indiv Farm Supply will inspect the defective product and will, if applicable, replace the defective item or issue a credit for future Indiv Farm Supply purchases. The customer is responsible for all return shipping costs until product is declared defective. If product is declared defective, customer will be credited the cost of the product and the return shipping cost. Indiv Farm Supply will not provide a credit or ship warranty replacement items prior to receipt of defective goods.

If you have any questions concerning a defective product, please email:
customerservice@indiv.com

Warranted Products

In the event a product is warranted by Indiv Farm Supply, an Indiv Farm Supply vendor or manufacturer, all warranty policies and restrictions apply. If you wish to obtain a written copy of a warranty, please [Contact Us](#) and reference the product name and item number in your request. Manufacturer warranties supersede all Indiv Farm Supply warranties.