



Return Policy:

We strive to be the best with customer service. Our Website is filled with information on all products. Please read the information so you know if it is exactly what you want before purchasing.

Non-Defective Product Returns. Please contact us by Email at sales@shelbyfishfarm.com with the issue you have, we will email you back with return information. Returns must be the complete product with the original packaging, shipped by UPS, FedEx, or the United States Postal Service, We will provide an exchange of product or we will credit those purchases made with a credit card and or PayPal. Shipping charges is the customers responsibility for the item return . We will not be responsible for products that are returned by uninsured, non-trackable shipping methods if it does not arrive or if it arrives to us damaged due to shipping. Please package all returns securely and properly to avoid damage.

Defective Product Returns. If the product arrives to you defective/damaged, please contact us by Email at sales@shelbyfishfarms.com with the issues .We will email you back. Sorry, no returns or exchanges **after** 7 days of receipt. We will not be responsible for products that are returned by uninsured, non-trackable shipping methods if it does not arrive or if it arrives to us damaged due to shipping. Please package all returns securely and properly to avoid damage. We must receive your return product within 14 days after we send customer return information.

Cancellation of an Order

You may request a cancellation prior to your order shipping and we will make every effort to honor your request. The request must be received prior to our shipping time of 5pm eastern standard on the day your order was placed, unless the order is placed on a (Saturday after 5pm.), Sunday, or a Holiday. Then the order would have to be cancelled by 3pm the next business day. After your order is shipped, cancelled or refused orders will be billed shipping charges both ways. From Alaska, Hawaii and Puerto Rico please send by insured U.S. Mail.

PLEASE NOTE: The return policies above are subject to change.

Thank You, Shelby Fish Farm