

## **Refund Policy**

### **Damaged Product**

If your product arrives damaged, please contact the customer service team at [ADM@ibidata.com](mailto:ADM@ibidata.com) for a replacement. Please send a picture of the damaged product or packaging along with the shipping address on the order. This information will help us verify the issue and speed up the shipment of a replacement.

### **Product Returns**

Due to food safety requirements, we cannot accept returns once a product has been shipped. If there is an error or issue with an order, contact the customer service team at [ADM@ibidata.com](mailto:ADM@ibidata.com) and we will see if we can make an adjustment prior to shipping.