

Returns & Exchanges:

Any unused item, except for those mentioned in the non-returnable merchandise section, with which you are not satisfied, may be returned within 30 days for a refund or credit slip covering the purchase price of the item.

If you would like to return or exchange an item, please follow the procedure below:

When you receive your order, please check the order immediately and report to us any mistakes in packing.

If there are any problems with the order, email Uncle Norm's Honey immediately at customersatisfaction@unclenormshoney.com.

If you pay by credit card, we will credit your account and the credit will be reflected on your account statement. If you pay by check or money order, we will issue a refund check.

If your order is damaged in shipping, we will be happy to help you file a claim with the shipper. Please refer to the Freight Damages section for more information.

Returned merchandise is subject to a restocking fee.

Non-returnable Merchandise:

Due to the nature of some products, their use and the safety issues, the following product classes are non-returnable: consumables (food items, bee feed, etc.), books, medications & chemicals, personal care products, and custom printed labels.

Order Cancellations:

All orders must be canceled by email at customersatisfaction@unclenormshoney.com.