



Warranty

Birdfy offers a **two-year warranty** and lifetime service to all of our users from the date of purchase. Please note that this warranty is non-transferable and only applies to the original purchaser of the Product.

In the event that repairs or replacements are needed, Birdfy reserves the right to use new or refurbished products or components, at our discretion. If the Product or a component is no longer available, we may replace it with the nearest available model that matches the original model's form, functionality, and performance, at our sole discretion.

Disclaimers

- Only approved returns requests are accepted.
- Birdfy reserves the right to refuse returns of any merchandise that does not meet the return requirements as outlined in our refund and return policy, at our sole discretion.
- Birdfy does not assume ownership of returned items until they are received at our fulfillment center.
- All returns must be mailed and can not be dropped off in person.

Customer Support

If you're having any issues with one of our products or services, please do not hesitate to contact us and let us know how we can be of assistance!

Email: support@birdfy.com

Phone: +1 (866) 749-0567 (Monday-Friday 9:00 am-5:00 pm PST).

24/7 Live Chat: Support widget -> Live chat/Leave a message.

Please check our Help Center, as your question may have already been answered on our Support Page - an easy fix could be just a click away!

MVR Service Inquiries

If you have questions about our EVR (Moment Video Recording) services, please reach out to us.

Email: shop@birdfy.com

More info: <https://www.birdfy.com/pages/birdfy-evr-event-video-recording-service>