

Return and Refund Policy

We value all our customers and visitors to River-Angler.com. River Angler will do our best to accommodate your request for a return, exchange or refund. Please be patient with us, as River-Angler.com is not set up to efficiently process returns, exchanges, or refunds. Returns of new products or new merchandise through River-Angler.com for a refund must be made within 30 days of purchase. Exceptions to this policy may be made by River Angler on a case-by-case basis. We are human too, and we will do our best to accommodate your request for a return or refund. Please contact us at ContactUs@river-angler.com with any questions.

1. Eligibility for Returns

Should you absolutely need to return an item, it must be returned within 30 days of purchase (some exceptions may apply). Items returned must be complete and accompanied by original packaging and/or labeling. Items returned for a refund must not be used, damaged, or altered in any way. Certain items (e.g., personalized or perishable goods, limited stock items, and pre-owned/used products) may not be eligible for return.

All items shipped outside of the United States of America, or to Alaska or Hawaii, are not eligible for return or refund.

2. Refund Process

Once we receive the returned item, we'll inspect it and notify you by email that we have received the item and of its status. If approved, your refund will be processed within 30-45 business days. A valid email address, mailing or billing address is required for a refund. A phone number is also required. Refunds will typically be issued to the original payment method.

3. Exchanges

We offer exchanges for new items that are defective or those proven to be damaged during shipping. Please email a photograph and description of the defective or damaged item to ContactUs@river-angler.com prior to return shipping.

4. Return Shipping

Customers are responsible for return shipping costs unless the return is due to our error. Some exceptions may apply on a case-by-case basis with our approval. We recommend using a trackable shipping method.

5. How to Initiate a Return

Contact our customer service via email at ContactUs@river-angler.com to initiate a return. Provide your order number and details about the item you wish to return. Please provide an email and telephone number so that we can confirm with you. Further instructions will be provided.

6. Exceptions

The following items cannot be returned:

- Personalized items (customized text, name, graphic, logo, or feature)
- Perishable goods (food, bait, anything with an expiration date)
- Pre-owned, used, or new-old-stock items
- Items with an original purchase price less than \$20

- Clearance and Final Sale items.

7. Contact Us

If you have any questions or need assistance, please reach out to our customer service team at ContactUs@river-angler.com