

Big Bear Tools Return Policy

Effective Date: February 21, 2025

Thank you for shopping at Big Bear Tools! We strive to ensure your satisfaction with every purchase. If you are not completely satisfied, our return policy outlines how you can return or exchange your items.

Returns

- **Eligibility:** Returns are accepted from customers in Canada within **30 days** of the purchase date. The original order must be shipped back before a replacement is shipped out.
 - **Condition:** Items must be unused, in their original packaging, and in resellable condition. All original tags, manuals, and accessories must be included.
 - **Exceptions:**
 - **No returns** from outside of Canada.
 - Discounted or clearance items are **final sale** and cannot be returned or exchanged.
 - Custom or special-order items are not eligible for returns.
-

Refunds

- Refunds will be issued to the original payment method within **5-7 business days** after we process your return.
 - Shipping costs from the original order are non-refundable unless the return is due to a defect or error on our part.
 - A **15% restocking fee** may apply for items that do not meet the conditions outlined above.
-

Exchanges

At this time, we do not offer direct exchanges. Instead, you may return your item for a refund and place a new order for the desired product.

Return Process

1. Contact us at **beartalk@bigbeartools.com** with your order number and details about the item(s) you wish to return.
 2. You will receive a prepaid return shipping label via email (if applicable).
 3. Package the item securely and include your packing slip or Return Authorization (RA) number.
 4. Ship the item back to us using the provided label.
-

Additional Information

- Customers are responsible for return shipping costs unless the product is defective or incorrect.
- Items not meeting cleanliness standards (e.g., damaged, stained, or missing parts) will not be accepted.
- For questions or assistance, please contact us at **beartalk@bigbeartools.com**.

We appreciate your business and look forward to serving you again!