



Rescue. Rehabilitate. Release.

REFUND & RETURNS POLICY

Orders

If you are not entirely satisfied with your purchase of goods, we're here to help. Items may be returned for a refund within 30 days of the original purchase. To be eligible for a return, your item must be unused and in the same condition that you received it.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment).

If you believe your item is defective or has been damaged en route, please contact us.

Please email us at info@warriors4wildlife.org to initiate a return and we'll provide you with further instructions. Please note shipping and handling fees are not refunded.

Events

The following policy covers all events organised by Warriors 4 Wildlife Inc., including workshops and fundraisers, and applies to all circumstances. Please carefully review the following when booking.

By registering to attend a W4W Inc. event, you agree to the following:

Tickets

Your registration is not complete until full payment is received. All tickets are valid for the named attendee only and cannot be transferred during the event dates. If you cannot attend the event, please contact us.

Substitution and Transfer

Transferring your ticket to someone else

You may transfer your seat to a friend or colleague assuming payment has been received in full. For workshops or fundraisers, you must submit a notice to info@warriors4wildlife.org

Transfer between events

If you wish to transfer your ticket to another W4W Inc. event, it may be possible depending on availability—please contact us. Transfers are valid for 6 months, up to the value of sum paid by you in respect of the event.

Cancellation

If you must cancel your booking, please submit a written notice to our email address. If we receive a valid cancellation request, we will refund you in full minus administrative fees or charges.

For All Events

This policy applies to all circumstances including any COVID-19 related reasons such as: transportation disruptions and cancellations, illness, travel or health advisories and quarantines.

All participants acknowledge that changes in itinerary, location, content, host or other arrangements may happen with little or no notice before the event date. Warriors 4 Wildlife Inc. reserves the right to do so at any time, although we will make every attempt to make decisions jointly with the participants.

It may be necessary to cancel an event for reasons beyond our reasonable control. If W4W Inc. is required to cancel an event, we will offer you the choice of either: (a) a full refund minus any transaction and administrative charges; or (b) a transfer for a future event of your choice subject to availability, to be used within 6 months from the notice, up to the original ticket value.

In such cases, our liability is limited to refunding the fees according to the policy above for the affected event. Beyond that, we shall not be liable for any costs or loss resulting from changes or cancellation as a result of an event outside our reasonable control.

We reserve the right to return the payment and refuse acceptance of the booking at any time, for any reason, at no penalty to us.

Any refund due, once approved, will be issued within 30 days of receipt of the cancellation notice to your original payment method, which usually show up in 3 - 5 days.

To submit a request to change or cancel your booking, please email us at info@warriors4wildlife.org with the order number and other booking details.