

Customer Service Information

Customer Inquiries

Please email customerservice@bozthebear.com for a prompt response during our regular business hours.

Shipping Information

- Most orders are processed and ship within 24 hours.
- Sales tax will be charged in: CA, NY, SC & TN
- Free US Postal Service basic shipping on all orders over \$30 that ship within the contiguous 48 states.
- Shipping transit days are given in Business Days (Mon-Fri)
- Second Day, Next Day and International Shipping are available
- Yes! We ship to APO/FPO & U.S. Territories

How Long Will My Order Take To Deliver?

Orders usually take 1-2 business days to ship, and 7-10 business days to arrive when choosing US Postal Service basic shipping. If your order is time critical, we suggest that you upgrade to 2nd Day or Next Day shipping. If you upgrade, your order would arrive in 1-3 business days.

Exclaim's No Hassle Return Policy

We gladly accept returns of merchandise within 30 days of receipt as long as you follow these simple guidelines:

1. **Items should be returned in unopened or original condition, with a copy of the packing slip, to our Return Center.** A refund of the price of the item and any applicable taxes will be issued using the original form of payment used. We will not issue refunds for items returned that have been used, are personalized, or are classified as un-sellable.
2. **If the return is not due to an error on our part** (e.g. after you received the correct merchandise you no longer want the item or wish to exchange for a different size), the customer is responsible for all shipping costs to return the merchandise. We will issue a refund for the item(s) being returned - please allow up to 10 days for processing.
3. **If you wish to exchange an item**, after returning the item to us for a full refund simply place a new order for the correct item you wish to purchase.
4. **To return an item that is damaged, defective, over-shipped or not ordered**, please contact our customer service team by phone at **1-866-797-5813**. Our customer service team will provide you with any details related to replacement shipment and timing of refunds. Note: Any defective or damaged DVDs, CDs, VHS tapes and Video Games (Console and PC Based) will be replaced by the same title only.

Be sure to include your name, address, and order number with any return!

All returns should be sent to:

BOZ The Bear Store
Returns Department
910 E. 2nd Street
Winona, MN 55987