



Return Policy

The Hoosier Herpetological Society (HHS) wants you to be satisfied with your purchase.

Returns

Most merchandise purchased through the HHS online store may be returned within 30 days of delivery for a refund or exchange. Returned items must be unused, in their original condition, and include all original packaging and tags.

Non-Returnable Items

The following items are not eligible for return or refund unless damaged or defective:

- Memberships
- Donations
- Event registrations and tickets
- Digital products or downloadable content
- Gift cards

Damaged or Incorrect Items

If your order arrives damaged, defective, or incorrect, please contact us within 14 days of delivery. Include your order number and photos of the item if applicable. We will work with you to provide a replacement, exchange, or refund.

Refunds

Once a returned item is received and inspected, we will notify you regarding the status of your refund. Approved refunds will be issued to the original payment method. Processing times may vary depending on your financial institution.

Return Shipping

Customers are responsible for return shipping costs unless the item was damaged, defective, or shipped incorrectly by HHS.

Contact Us

For questions regarding returns or refunds, please contact us through our website contact form or by email.

Changes to this Policy

HHS reserves the right to modify this Return Policy at any time. Changes will be posted on this page.

LAST UPDATED: June 21, 2026