

Refund Policy

Since Big Sean's Calls, LLC is offering tangible goods we do not issue refunds once the order is accomplished and the product is delivered. We do offer 100% replacement against manufacturer defects on our entire acrylic call line. We do not offer any guarantee or replacement on our wood calls. As a customer you are responsible for understanding this upon purchasing any item at our site.

However, we realize that exceptional circumstance can take place with regard to the character of the product we supply.

We DO honor requests for product replacement for the following reasons.

- non-delivery of the product: due to some mailing issues you do not receive a delivery from us;
- Irreparable defects: although all the products are thoroughly tested before release, unexpected defects may occur. This reason should be submitted to our Customer Service's approval;
- Product not-as-described: a request based on this reason is satisfied on a case by case basis in agreement of both parties concerned. "Sources available section" is regarded here for final resolution. To prevent this situation every customer is suggested to thoroughly view the product offered before making the purchase.
- On the quality front, we ensure proper quality management practices.
- Big Sean's Calls, LLC products are 100% made in the United States of America. We build quality and a trusted name into our products.

Contact Us

Please, mind that our Customer Support Team is ready to provide you with timely and efficient professional assistance. Be sure that we will find the best convenient solution for your query. We will gladly answer your questions and concerns per your contacting us via following means:

Email: order@bigseanscalls.com

Please, give it 24 hours for our Customer Support Team to get back to you on the question or concern.