

# Canadian Rangeland Bison & Elk Claim & Return Policy



**Below are the details that are required when submitting a claim to Canadian Rangeland Bison & Elk. Please review below as the procedures outlined are required in order to submit a claim and return form. Please note, once a return or claim has been initiated, the client will have 10 days from the date of report to file and provide the correct paperwork and documentation required for a review.**

- Canadian Rangeland is not responsible for cost of lost or damaged product.
- If a quality concern arises, please submit Rangeland Claim form within 3 business days of receipt or refund/replacement may not be approved.
- Photo(s) of the product(s) in question are required with all claim submissions.
- Product label information is required for all claim submissions.
- All claims must be accompanied by Lot #'s and Box ID's for each case in question.
- All claimed product, upon approval of a claim submission, will then become the property of Canadian Rangeland Bison & Elk. The product will be picked up or disposed of at the discretion of Canadian Rangeland Administration.
- Claims in review will also need to be accompanied with supporting documentation that temperature monitoring and storage of the product was completed in accordance to the product label.
- Digital temperature readers that accompany shipments during the transportation and distributions stages should be scanned and emailed back to Canadian Rangeland Administration upon receipt of shipments (when applicable). As such, without copies of the reader logs, no claims will be reviewed or approved.

Canadian Rangeland Administration Contact Information:

E-Mail: [info@rangelandbison.ca](mailto:info@rangelandbison.ca)

Phone: 1-877-844-2231 or 403-786-9900

Or contact your sales rep directly