



DODGE GRAIN

Hay Return/Exchange Policy

- An issue or return request of hay must be reported within 60 days of purchase.
- If hay is clearly compromised with dust or mold it **MUST** be reported immediately following your delivery.
- Hay that your horse 'just won't eat' does not qualify for return. If this does occur and you would still like to return your hay, there will be a fee associated with this service.
 - Hay exchange and returns are subject to a fee up to \$2.00 per bale.
- Hay from a previous season may **NOT** be returned once the new hay crop has been cut.
- Hay exchange or returns are to be approved at the discretion of Dodge Grain management team.

Please note, there are different variations of 1st and 2nd cut hay and they may not look exactly like a previous load.

Hay is an agricultural product therefore is not made to order. We try very hard to service each customers individual needs but are limited to what we receive the day of your delivery.