



## Proof Refund Policy

### Proof Bed Bug Spray 100% Satisfaction Guarantee

We offer a 100% Satisfaction Guarantee. If you are not completely satisfied, we will provide you a refund.

### Refunds Process

Please follow the process refund process below based on your place of purchase.

#### Home Depot

If Proof was purchased at Home Depot, please return via the in-store Customer Service department with a copy of your receipt. [Click Here to Download Home Depot's Return Policy](#)

**Walmart:** If purchased at Walmart please return the in-store Customer Service department with a copy of your receipt. [Click Here to Download Walmart's Return Policy](#)

**Proof Online Purchase:** [www.bugproof.com](http://www.bugproof.com) or [www.amazon.com](http://www.amazon.com)

Contact [proof@terramera.com](mailto:proof@terramera.com) if you would like to request a refund. Please send us proof of purchase by forwarding a copy of your **order confirmation email** to [proof@terramera.com](mailto:proof@terramera.com) and the reason for your request. We will notify you of the approval. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

#### Late or missing refunds

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [proof@terramera.com](mailto:proof@terramera.com)

#### Replacements



We only replace items if they are defective, not living up to guarantee or damaged. If you need a replacement, please send us an email at [feedback@bugproof.com](mailto:feedback@bugproof.com) with proof of purchase and some evidence of the damaged items (ie pictures)

### **Late or missing refunds**

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [feedback@bugproof.com](mailto:feedback@bugproof.com).

Best regards,

Customer Support - Proof Bed Bug Spray

Terramera, Inc

[feedback@bugproof.com](mailto:feedback@bugproof.com) | [www.bugproof.com](http://www.bugproof.com)

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