

OPTIMAL FISH FOOD Refund Policy

Effective Date: January 1, 2016

At Optimal, we stand behind the quality of our feed. We warranty that every bag of Optimal contains the fish nutrition content provided on our feed tag.

Upon opening your bag of Optimal, should you see defects, such as significant pellet problems, excess fines or mold, please immediately contact our Customer Service Department by calling (605) 691-5551 or email us at info@optimalfishfood.com. Do not feed the contents of this bag to your fish. Instead, we will arrange for the replacement of the defective bag at our cost. Please do not return any product without contacting us first for specific information regarding our return process.