

TERMS OF SERVICE

No Refunds. Exchange only on supplies. No exchanges on Animals.

We accept personal checks and cash. Washington residents add 8% sales tax.

SPECIAL ORDERS

Definition: Any animal that is not available to take home at time of purchase.

Special Orders must be paid in full at time of order.

Special Orders are subject to circumstances that are beyond our control. Situations can arise that require more time to deliver. Examples: Shipping, Weather, Illness, Hatch Dates, Etc.

We GUARANTEE the lowest prices on all of our reptile supplies, period.

If you find a lower price Supply or Feeder on any name brand item for online purchases at any actual store front business, we will not only match it, we will be it by 5%! Even items on sale, we will still beat by 5% (and not 5% of the difference, a full 5% off the item!!) It must be the exact identical name brand item and size. Just mention the company and price. It is that easy! Regretfully, we can't offer this for Animals.

SHIPPING

We guarantee our animals to arrive alive, healthy, and to your satisfaction upon arrival. Notification of dissatisfaction must be made within 24 hours if you notice any problem upon arrival. If you have any questions or concerns, we expect you to call us first (we are available 7 days a week). We do not guarantee animals that are not signed for on the first delivery attempt. *You must be there and sign for your animal delivery.*

All animal shipments are shipped overnight directly to your door. Shipping on live animal orders start at \$35.00, plus \$1.00 for any heat or cold packs needed. Additional weight will require additional shipping charges. Live arrival can only be guaranteed when temperatures in route are between 35-90 degrees. If the package is delayed by the carrier, our guarantee still applies!

We also **guarantee** the sexing of our animals. If they are listed as males or females on our website, they are guaranteed to be as such. A "pair" is one male, and one female.

We make every effort to pack animals according to your weather conditions, but cannot guarantee animals when your daytime high temperature is above 90, or your daytime high temperature is below 35 degrees. We are not responsible for freight/shipping charges on the replacement of animals, and there are no cash refunds of any kind, store credit only.

Please call us with any questions at **(509) 981-8184**. Thank you.

(Exception to these policies is solely up to the store's discretion)