

# **LINCOLN REPTILE & PET CENTRE**

**142 NEWARK ROAD, LINCOLN, LN5 8QF**

**01522 523630**

## **SALE OF LIVESTOCK TERMS AND CONDITIONS FOR ANIMALS SENT ON COURIER**

When purchasing an animal from **LINCOLN REPTILE AND PET CENTRE**, you must **agree** to the terms and conditions of sale by **reading** and **signing** the following-

We offer a **24hr guarantee** for **death** or **illness** on livestock (excluding live food, invertebrates, arachnids and amphibians). As we cannot guarantee what conditions the animals will be in once it has left our care.

If the animal dies or becomes ill within 24hrs we require the body of the animal to be returned. If we feel you are to blame for the cause of death then we will not refund or replace. We will not accept healthy animals back because you have changed your mind, these are living creatures if you are unsure please do not buy the animal. **Refunds are at our discretion.**

If you bring an animal back within the 24hr guarantee that is ill through your own negligence then we can take this animal back without offering you any refund or replacement. This is for the animals own safety and wellbeing. We will not refund for any accessories purchased.

If an animal is returned after the guarantee due to illness or death we **cannot** accept liability for this as it is outside our guarantee.

We do not **100%** guarantee sexes of any of our animals, even if they are labelled as a specific sex, in the instance that you purchase an animal as a certain sex and it turns out to be a different sex outside of the 24hr guarantee we cannot accept any liability for this.

If you purchase an animal to place with your existing pet we cannot take any responsibility for any damages caused to either animal, the 24hr guarantee does not cover animals that have been injured or killed by another animal.

We cannot guarantee any animals temperament. We are not responsible for any bites, scratches, stings or other injuries inflicted by any of the animals purchased from us. We are not responsible for the transmission to humans or other animals of bacteria, viruses or parasites in any of the animals that you purchase from us. We do not reimburse you for vet bills if you decide to take the animal to the vets.

Animals sent out by our registered reptile courier (tarantula barn- tel: 07436564932) are covered by our 24 hour guarantee from the day of delivery (we will be informed of this by the courier).

We have organised with our courier to hand you the animal at your door and to wait for you to check the animal over, if you feel the animal is not up to the standard of health you expected please hand the animal back to the courier, you are still required to pay the courier for delivery. If we find the animal to be in good health once it is returned to us we will not refund the courier charge however if the animal is in poor health we will refund the courier charge. if the animal is in perfect health and you choose not to accept it for any other reason you are required to pay for the courier fee and then hand the animal back to the courier, we will not refund the courier charge.

All animals sent on courier are thoroughly health checked by ourselves before leaving our premises, you will receive a tick sheet of our health check with your delivery along with another copy of our t&c's.

If you have any problem with your animal up on delivery you must contact us immediately via phone 01522 523630, mobile 07960444043 or email [petscabin@hotmail.co.uk](mailto:petscabin@hotmail.co.uk).

**BEFORE WE WILL SEND ANY LIVESTOCK OUT YOU MUST SIGN AND RETURN THIS T&C's**

CUSTOMER NAME.....SIGNATURE.....

DATE.....