



We can also be contacted via email if needed. info@herpinharbins.com

We both have full time jobs that we often do not have our phones with us at all times so it may be evening before we respond to either message system but we will respond asap.

Payments will be processed through Square Invoicing. USPS Money orders and cashier's checks are accepted and have up to 10 business day hold from the date received before the reptile can be shipped. Bank to Bank wire transfer is accepted. Cash accepted. All Sales are Final.

Local pickups in Knoxville, Tennessee are available by meetup appointment. We may consider meeting part way in special cases, such as poor weather for shipping, near holidays when not shipping or the high value of the purchase.

Shipping via FedEx Priority Overnight for the lower 48 is available and currently only for pickup at your nearest FedEx Hub. Currently we are shipping only on Tuesday for Wednesday delivery. In the event of an extreme hardship (hub over 45 miles away) we may make an exception but only if weather is ideal and only at the advice of our shipping agent. In the event a residential/business delivery is agreed upon, signature will be required and failure for you to be present at the first delivery attempt will nullify all live arrival guarantees. Shipping is typically between \$50-60 depending on weight and location and we will provide you the estimated amount if requested before purchase. Any orders over \$1000, we will cover shipping costs. We add insurance at our cost and our discretion on certain shipments. In the event we have shipping costs returned due to late shipments by FedEx because of our insurance purchase, we will retain the cost of our insurance and will reimburse you as a seller up to 50% of the shipping cost you paid. There will not be a full shipping cost refund to you due to the insurance we are paying is not included in your shipping or animal cost.

Shipping is weather dependent and may vary on holidays or other circumstances. We will not ship if temperatures are above 90 degrees or below 40 degrees at shipping or destination location or any hub in between.

We guarantee live arrival. DOA (dead on arrival) claims must be made with video of the animal within 1 hour of the FedEx timestamp of pickup from Hub or delivery of the package for home/business delivery. DOA's are extremely rare and we take every measure to deliver you a healthy, well packaged animal. If the animal is DOA and not due to the buyer's delay for pick up or delivery for signature, there will be a refund of the cost of the animal. If home or business delivery with signature is agreed upon, and at first attempt buyer is unavailable to sign for the animal, this nullifies any refund if the animal is DOA. If hub pick up is greater than 6 hours from Fed Ex's available for pick up time stamp, and animal is DOA at pick up, this will nullify full animal cost refund. If needing another person to pick-up or sign for your reptile that must be included in a message from your email or within morph market messages and both your name and your pick-up person will be listed on shipment.

We do offer payment plans on purchases over \$800 or greater, a 25% non-refundable deposit is required and the full balance is due no more than 30 days from the date of deposit. All deposits are non-refundable, there is no return of money if the buyer is unable or opts to not complete the remainder of payments. When agreed upon prior to payment plan deadline and good communication

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has occurred, an extension of payment plan with a maximum of 60 days and with an add on fee of 5% of original sales price and shipping payment will be added at that point (even if greater than \$1000 which we typically would pay). Any balances not paid in full by the due date or no arrangement made for extension of the payment plan in advance to the due date will forfeit all monies paid. Please communicate with us if you are concerned about payments. We will work with you for payment plans, please ask.

We strive to provide healthy, well-fed reptiles. We list animals as best as we can identify. If we are uncertain of an incomplete dominant gene and/or family line traits, we will list it as possible and the animal will be sold at a price consistent with not having that gene and/or trait. Hopefully you will gain a gene at proving time. Recessive genes, visual or het, are guaranteed and possible hets are listed appropriately. Hognose hatchlings can occasionally be difficult to sex due to safety of probing such a tiny hatchling and even popping hemipenes can be difficult. If unsure of the sex, we will list as unspecified and sell at the cost of a male. You have 3 days after the animal arrives to examine and if you determine incorrectly sexed. Video proof must be sent and we will work out an agreement to compensate financially, exchange, or refund if the animal is returned in good condition, including no harm done during sexing. Misidentification is rare as we do all we can to correctly ID our animals, including having those with more experience examine our hatchlings to confirm the visual genetics and sexing.

We cannot provide any guarantees other than those stated above because we cannot control the conditions the animal is subjected to after delivery to the buyer. We reserve the right to refuse sale to anyone we do not think will provide proper care or we believe to be buying for resale. We do not accept returns outside the listed guarantees in our store terms. All Sales are Final.

By making payment you are accepting these terms and conditions.

Upon receiving your new reptile, we will include pictures and genetics of parents, feeding history and care sheet information. During any delays to ship out due to weather or holidays and during payment plan times, we will continue to provide full care for your future reptile.

We want you to succeed and will be available for questions.

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