

Store Policy/TOS

Animal Attributes

- Seller guarantees that the animal is properly represented in the ad, and not advertised with a representative photo.
- All animals are guaranteed to be sexed correctly unless otherwise stated in the ad that the animal's sex is unknown.
- With the variety in genetics, I as the Seller, do my best to identify all genes at play and will even ask for other's input but they cannot be guaranteed. 100% HETS are guaranteed.

Animal Health

- Seller guarantees the animal was shipped out in a healthy state, free and clear of any visible signs of illness and was shipped according to FedEx rules and regulations.
- Seller guarantees that all animals are feeding on appropriate size rodents and have had at minimum 5 consecutive meals (if a hatchling) prior to being sold. If it is a female proven breeder, seller will only make available after a minimum of 5 consecutive meals post lay.
- Seller guarantees the health of the animal for 24 hours from the time of arrival. This limited window is due to the fact that I am unable to ensure proper husbandry once the animal has arrived. If your animal begins to show any behaviors outside of the norm, please immediately reach out to me.
- Seller guarantees live arrival. This live arrival is null and void if the animal is not picked up from the hub within 4 hours of arrival (according to buyer's time zone). If for any reason your animal arrives deceased, I need to be notified immediately and must also be sent photos and video of the unboxing of the deceased animal as well as photos of the condition of the box. Do not immediately destroy the box or dispose of the animal as further verification may be needed when placing the claim on the animal. At that time, a full refund will be issued. If the buyer fails to retrieve the animal from the hub on the day of arrival, the seller will begin the process of having the animal returned. Once the animal is received back to the facility, the buyer forfeits the following: 50% of the purchase price along with all associated shipping costs if the animal is alive upon return. If the animal is deceased upon return, buyer forfeits any refund.

PAYMENT PLANS

Payment plans are available for animals over \$500 with a non-refundable deposit. The payment plans are available for 30 or 60 days based on the value of the animal with any animal over \$1000 falling into the 60-day plan. I understand that life does happen so if you cannot make a payment, please keep communication open with me. All payment plans are forfeited at 90 days from the date of the original deposit. If your payment plan is forfeited, all monies minus the non-refundable deposit will be refunded and the animal will be posted for sale again.

- Animals up to \$1000 will have a 20% non-refundable deposit. Any animal over \$1000 will have a 25% non-refundable deposit. During the winter months when shipping does not occur and payment plans are allowed for animals under \$500, a 10% non-refundable deposit will be in place.

*****SHIPPING/LOCAL PICK-UP*****

- Shipping is determined by zip unless otherwise stated and is not included in the listing price of the animal in the advertisement unless otherwise stated. Shipping is strictly hub to hub and signature is required upon pick up. Please ensure that you as the buyer is the one picking up the animal at the hub so there are no issues.

- Shipping days are Tuesday for Wednesday delivery and Wednesday for Thursday delivery only.

- I will not ship from the second week of November through January 15th. I choose to not ship during these times due to increased holiday shipping as well as the variance in temperatures between shipping locations. I also do not ship in August as this is the hottest month for us in Florida and the heat index is rarely in the low 90's during this time. If you purchase an animal from me during these times, I will continue to house, feed, and care for the animal as my own as well as provide regular updates on the animal for your peace of mind until it is safe to ship. I reserve the right to delay shipping if it is recommended whether it is due to temps or a backlog and increased delays through the various hubs. I understand that you may be excited to receive your new animal but ultimately the safety and well being of the animal is top priority.

- I ship when temps at both the departure location as well as the receiving location and hub are between 40 degrees for the low and 90 for the high.

- If you are local and prefer to pick-up your animal from my location, we are available to do so. We also offer pick-up from any show that we are vending. For show schedule, refer to our website at www.cigarcityexotics.com or reach out to us to discuss show schedules and availability for local pick-up.

*****FORMS OF PAYMENT*****

- I accept Square invoicing, Venmo, Cashapp, Zelle, Venmo/Paypal as friends and family only and cash. I will not accept Cashier's Checks/Money Orders, or personal checks.

- If the buyer backs out of a sale, funds will be refunded to buyer minus the non-refundable deposit. If for any reason the seller decides to cancel a sale, all funds including the deposit will be refunded.

***ALL ANIMALS ARE FED LIVE RATS/MICE. THEY ARE NOT FED F/T. I CANNOT GUARANTEE THEY WILL SWITCH TO F/T.**

****YOU WILL HAVE 24 HOURS FROM THE TIME AN INVOICE IS SENT TO RESPOND OR I WILL VOID THE INVOICE. KEEP IN MIND IF YOU HAVE TO WAIT FOR PAYDAY, OR ASK SOMEONE ELSE AND ANOTHER PERSON INQUIRES, YOU DO NOT HAVE "DIBS" UNTIL AN AGREEMENT HAS BEEN MADE AND THE INVOICE/DEPOSIT HAS BEEN PAID.**

*****BY REMITTING PAYMENT, WHETHER IT IS A NON-REFUNDABLE DEPOSIT OR FULL PAYMENT, YOU AGREE TO THE TERMS AND CONDITIONS OF OUR STORE POLICY.**