

Xtreme Exotics Store Policy

All returned products new in box with original tags and labels are subject to a 25% restocking fee excluding faulty items or damaged items which we will replace. All open/used items are subject to 50% restocking fee. All light bulbs are warrantied for 14 days from original purchase and must be returned with the original box. All ANIMAL SALES ARE FINAL, please make sure you are fully satisfied and sure before purchasing an animal. If you wish to return an animal no money can be exchanged and it will be considered a surrender.

We strive to make sure these animals are going to be in a forever home. We will ask for verification of proper set up and housing before selling any animal. Please be patient when we ask questions regarding the set up and placement of the pet we are here in the best interest of both parties. We want everyone to remember these are live animals not disposable products. Xtreme Exotics wants to make sure both you and the animals are the right fit for one another. We will warranty animals for up to 7 days when sold with proper set ups. Water Turtles do have federal guidelines that must be followed prior to allowing a customer to leave with a baby water turtle.

All cats and dogs are warrantied for one year against congenital defects. We will provide a 30-day health guarantee issued by our vets on all dogs and cats. The warranty will be voided if you don't continue the shots required for these animals in the timeline presented to you at the time of purchase. Any dog or cat with issues within the first 30 days will be required to see the Veterinary office that issued the Health Certificate. Failure to follow these guidelines will void warranties.

We Reserve the Right to Refuse Service for Any Reason We See Fit.

Owner/Store Employee

Date: _____

Buyer

Date: _____