



TERMS OF SALE

By sending payment you agree to the following terms:

Terms Disclaimer- Failure to read or understand will under no circumstances be reason to consider them altered or void. We reserve the right to refuse sale to any person for any reason.

Legality: Knowing and complying with the legality of purchasing or owning a reptile in your area, city, or state is solely your responsibility. It is not the responsibility of Olympian Exotics to know what regulations exist near you or may apply to you. **By purchasing you agree that you are 18 years of age or older AND have legal authority to authorize payment for your purchase.** Please check with other household members to ensure positive living condition for the animal.

Genetics: Genetics are 100% Guaranteed for Animals sold by Olympian Exotics.

Health: We guarantee that animals sold at Olympian Exotics are healthy to the best of our knowledge at the time of sale. Olympian Exotics is not responsible for any veterinary expenses or costs incurred by the buyer for any animal. If you bring an animal to a veterinarian, you do so entirely at your own expense.

Feeding: We guarantee all animals are feeding at the time of sale, unless noted. We do not guarantee that an animal will feed under your care. Upon request of the buyer, we will provide a current feeding video. We are always available to offer advice if or when an animal stops feeding.

Forms of Payment: Cash, Credit/Debit Cards, Chase Quickpay, Zelle, Venmo, USPS Money Order, Walmart2walmart money transfers, and Paypal.

A word on Paypal: Paypal is one of the many payment options that are available for you to choose from when making your purchase, but please be aware that **Paypal fees are not refundable.** Just like shipping, paypal offers a service- a safe secure way to transfer money- that they typically charge a 3% fee for. If you choose to utilize their service, this fee belongs to them once they have fulfilled their obligation to transfer the funds. We do not refund the amount they have charged for your use of their service. We encourage you to ask as many questions as you like to be certain of your selections before purchase.

Payment plans: Payment plans are available on animal orders over \$200 with a minimum non-refundable deposit of \$50 USD or 25% whichever is greater. Payments can be made weekly, bi-weekly, or monthly and the total balance must be paid in full within the agreed upon time. If payment is not made in full within the agreed upon time, the deposit is forfeit, the animal may be placed back up for sale, and any amount paid additional to the deposit may be transferred as store credit or refunded.

Shipping: Please review the shipping page for information regarding the shipping process. Live arrival is guaranteed (in the form of store credit); however it is the buyers responsibility to furnish us with the correct shipping address and apartment number (if applicable) to send the animal to, and the buyer or its designated representative must be available to receive the package upon delivery. Incorrect or incomplete addresses that cause delivery delays terminate our live arrival guarantee. If animals are left at the door or otherwise unattended upon delivery the guarantee is void. When packages are shipped to your nearest fedex hub you must pick up the package within 4 hours of arrival or the guarantee is void. We are not responsible for carrier delays or faults.

Insurance: Cash DOA insurance is optional and must be requested by the buyer at the time of sale. The cost for insurance is \$2.50 for each \$100 of order value if you would like cash compensation for DOA. This insurance also covers DOA caused by carrier delay.

DOA (Dead On Arrival): In the unlikely event an animal arrives DOA, Store credit will be given for a replacement. For Cash compensation please read above about optional insurance. To qualify the buyer must 1) notify us immediately 2) send us a photo of the animal and 3) keep the animal's remains for verification and further instruction, or all guarantees are void.

Terms for *customer* refused shipments. As noted in the shipping page, we will not ship an animal to you until you have *agreed* to receive it. This is for the animals safety. **If we ship an animal to you on the agreed upon date, and you decide in transit you no longer wish to receive it, please inform us so that we may intercede on the behalf of the animals welfare. There are no refunds if you refuse delivery of an animal,** as we have fulfilled our obligation to send you a healthy animal. What you do, or fail to do, with an animal after we have sent it to you in good faith, is outside of our control and therefore outside of our obligation.

Delivery: It is the buyers responsibility to unpack and carefully inspect your animal upon arrival and notify us immediately if you have any concerns. Your new acquisition will need time to acclimate to its new environment. It is recommended that you place your animal directly into their new environment after you inspect them. Please allow a minimum of one week to acclimate before handling or feeding.

Replacements: Please be certain that the animal you purchase is the one that you want. **If you are not 100% satisfied, please contact us within 24 hours for a possible replacement. Additional shipping, if necessary, is at buyer's expense.**

Questions: We encourage you to ask as many questions as you'd like to feel confident in your purchase. We are happy to answer questions before, during, and after purchase :)

Terms involving the Sale of Racks/cages/enclosures/incubators/non-perishable supplies:

Terms for racks: **Lead times vary and are not guaranteed.** Please inform us if you have a specific date in mind. **To place an order for a rack, payment is made as a 50% non-refundable "materials" deposit and the remaining 50% balance is due upon completion.** The 50% deposit covers costs of materials which are custom cut to your specific order, and because of this **the materials deposit is non-refundable even if you decide to cancel your order. Snake Racks are not eligible for flat rate shipping. Racks are shipped dissembled and without tubs. Please see shipping page for information about shipping racks.**

Return Policy on Non-perishable items:

- 1. Not all orders are eligible for flat rate shipping.**
- 2. An order cannot be cancelled once it has shipped.**
- 3. All sales are final unless you receive a damaged or defective item.**
- 4. If you received a damaged or defective item please call 630-536-9350 so we can further assist you.**
- 5. Refunds are available in the form of replacement only.**
- 6. Item must be returned, at buyers expense, in new condition, unaltered, and with the original packaging to warrant a replacement.**