

Scaled Perfection

Terms of Sale

All sales are subject to the following terms:

1. Animal Guarantees

- a. Scaled Perfection guarantees live arrival of all our animals unless the shipment is delayed or mishandled by the shipping company. All animals are guaranteed to be healthy, feeding, and sexed properly.
- b. Animals purchased from Scaled Perfection are not guaranteed once they are in your care. An animal that fails to thrive in the days or weeks following their purchase is not under the guarantee. We do not sell sick or injured animals and that is why we guarantee our animals that are for sale to be healthy once it leaves our facility. Poor health after arrival to a buyer's location is not Scaled Perfection's responsibility.
 - i. Scaled Perfection highly recommends that you quarantine your purchased animal(s) from any other animal(s) you might already possess for a minimum of 30 days. This practice is highly effective from keeping any of your animal(s) from becoming sick and reduces any contagious diseases from spreading from each animal.
- c. If you receive an animal injured or dead on arrival, you must contact us immediately once you received it. Photographs of the shipping package condition and the animal itself will be required. If your claim is legitimate and is within 24 hours after you signed for the shipment we will refund you your purchase for the animal (shipping expenses not included).
 - i. When contacting us please contact us via phone call, Email is not reliable due to work hours.
 - ii. Scaled Perfection bases the time of arrival on FedEx package tracking. If you do not call us within 24 hours of the time FedEx shows the package being signed we will not refund you.
 - iii. Please be thorough when examining your animal(s) upon receiving them. Later date notices of injuries or problems will not receive the Animal Guarantee or refund. Do not hesitate to be extremely thorough when inspecting your animal(s) because this is the only chance we give you to make a claim.
 - iv. Scaled Perfection does have the option to withdraw the refund right if your claim does not seem legitimate, if not enough evidence is presented, or if the animal/package has been tampered by yourself or an outside source other than FedEx.
 - v. Scaled Perfection does hold the right to hold a refund in the case(s) of cooperation with the buyer and FedEx to consolidate a(n) conclusion to how harm/damage came to the package/animal during the shipping process.
 1. Refund can be held in the case that FedEx or another organization may refund for damages and pay in full.
 2. Once the process of determining the cause(s) of damage to your package/animal have been established, Scaled Perfection will continue the refund process if indeed Scaled Perfection is responsible for the harm/death of the animal(s).
- d. If Scaled Perfection feels that an animal(s) have become sick or injured while in our care/possession after a purchase, we will refund the animal full price or hold the animal until healthy upon the buyers discretion.

2. Payment

- a. Full payment is required before shipping. We accept checks, money orders, wire transfers, and PayPal. All checks must clear before an order will be shipped. Please make sure all checks and money orders are made out to Chad Brown.
- b. All sales are final. We do not offer refunds (unless due to reasons stated in Animal Guarantees) or cancellations once payment has been received. Please be sure the animal you purchase is the one you want.
 - i. If for any reason you decide to make changes to your purchase or decide to cancel the shipment after you made payment, Scaled Perfection will offer credit in the amount you paid from the original purchase to use for any merchandise Scaled Perfection has for

- sale. Credit is not redeemable anywhere else, not able to be exchanged for cash value, cannot be used by anyone else, and is non refundable.
- c. Scaled Perfection reserves the right to decline any order/request for a sale.
 - d. Scaled Perfection will take a hold deposit on an animal. A payment of 20% of the animal(s) value is required. Once the deposit is received the animal will be removed from sale until you complete the full payment or withdraw from the sale. The hold deposit is non-refundable and only valid for 30 days.
 - i. Scaled Perfection does not allow "Stacking" hold deposits. This means if you make an original hold deposit, you can make another after the 30 days is up but it will not add deduction from the previous deposits total. Each time you make a hold deposit you will have to pay 20% up front, and the remaining 80% within the next 30 days or lose your reservation for the animal(s)
 - e. Scaled Perfection does not accept payment plans.
3. Requirements
- a. All buyers must be the age of 18 or older.
 - b. The legality of owning a reptile in your state and/or city is your responsibility. Scaled Perfection is not responsible for knowing what rules/laws exist for where you live so you will need to determine if owning a reptile in your area is within the law. Scaled Perfection will not be held liable for any legal ramifications due to your purchase(s).
 - c. All buyers must be located within the 48 states. We do not ship internationally, to Canada or Mexico, or Alaska or Hawaii.
4. Shipping
- a. Buyers are responsible for the shipping cost unless the shipping cost is included to the total.
 - b. Scaled Perfection ships animals Monday thru Thursday overnight via FedEx. We will not ship on Friday – Sunday.
 - c. Scaled Perfection ships animals in good weather and temperatures of over 40 degrees and below 90 degrees (F). We do not ship our animals in extreme weather conditions unless the buyer confirms the need to ship in extreme weather conditions (Confirmation must be written or typed not over the phone).
 - i. In the case that an animal(s) is shipped in extreme weather conditions by discretion of the buyer, any harm to the animal is the buyer's responsibility and no Animal Guarantee will be granted.
 - d. The buyer is responsible for providing a zip postal code to allow Scaled Perfection to check the forecast for the buyer's location. If a false or no zip postal code is provided the buyer is held responsible for any harm to the animal during shipment due to weather.
 - e. Scaled Perfection will make a packaging video for records when your animal(s) is being packaged for shipment. An electronic copy for your own records can be supplied upon request.
 - f. Scaled Perfection will confirm with the buyer the date the animal(s) will be shipped. A courtesy phone call will be made when the animal(s) is being packaged, when the animal(s) has been shipped, and when the animal(s) has arrived. If buyer does not answer the courtesy call a voicemail will be left with a status update.
 - g. Any last minute changes for shipping dates from the buyer must be made before the package is shipped. Once the animal has been shipped Scaled Perfection is not responsible for any delays/harm on the animal(s) arrival due to the buyer not being available to receive the animal(s).

By completing a purchase with Scaled Perfection (Chad Brown) you have read the Terms of Sale and agree to the conditions stated above. Any questions or concerns should be addressed prior to sale to avoid any conflicts or misunderstandings.

Thank you for your Purchase!

Chad Brown
Scaled Perfection Founder
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