

Crystal Palace Reptiles

54 Westow Street, Upper Norwood, London, SE19 3AF

SALE OF LIVESTOCK – TERMS AND CONDITIONS

When purchasing an animal from Crystal Palace Reptiles you agree to the terms and conditions of sale.

Full and correct set ups must be in place before collection of the animal, enclosures must meet or exceed the standard set out in the October 2018 **Animal welfare regulations** with regards to size, heating and lighting. Please talk to a member of staff for details and be aware they will require proof of set ups purchased elsewhere and have the right to refuse a sale.

All heated enclosures **must** be controlled by a thermostat; otherwise the animal's safety is at risk – This alone will mean an instant refusal of sale.

We offer a **48 hour guarantee** for death or illness on livestock

This **excludes**: All fish, invertebrates, amphibians chameleons and any highly specialized reptilians.

Animals collected by a third party, not arranged by us are **not** covered by our 48 hour guarantee.

If the animal dies within this time frame we will require the body to be frozen and returned along with an qualified exotic vets necropsy report stating actual cause of death (*at your own expense*).

Deceased fish must be returned with a sample of water from the tank.

We will not accept an animal back because you have changed your mind, these are living creatures, if you are unsure - **do not buy the animal!**

We cannot **100%** guarantee the sex of any livestock, even if labelled as a specific sex. If the animal turns out to be the wrong sex outside the guarantee we cannot accept any liability.

Refusal of Sale of animal(s):

- The sale of animals will be refused if the purchaser doesn't have / cannot prove they have correct set up in place.
- The employee doesn't feel the prospective purchaser will give the animal the correct level of care.
- The purchaser is inebriated/ intoxicated or otherwise not fully in control of their mental faculties.
- The purchaser is under 16 years old or Cannot prove their age.

The animals welfare is our highest priority, so please don't be offended when we ask questions, make a suggestion or refuse a sale.

Deposits

Minimum Deposit of 25% Secures via Cash / Debit, Credit Cards / Paypal / Bank Transfer

This will secure the animal(s) up to the pre-arranged payment plan end date.

ALL Deposits are **NON REFUNDABLE**

If you have any questions please don't hesitate to contact us directly

Darren Biggs