

## Shipping/DOA Policy for Cultured by Science

Livestock is shipped utilizing FedEx priority overnight shipping. Shipping takes place on Mondays and Tuesdays each week to help account for possible weather delays. Items will be shipped on whatever day allows the best weather possibilities. In the unfortunate and unlikely event that an item(s) arrives DOA (dead on arrival), please contact us immediately with your order number via email: [culturedbyscience@gmail.com](mailto:culturedbyscience@gmail.com)

Initial contact must be made no later than 2 hours after the shipment has been received from the shipper. We ask that documentation (clear photographs and videos) be presented at initial contact showing the condition of the packages and the livestock items received. Cultured by Science is not liable or responsible for mechanical or weather-related delays by FedEx, which may cause delay in the shipment. Any issues resulting from incorrect information (address, name, etc.) being provided by the purchaser/buyer is not the fault of Cultured by Science and will be handled accordingly.

Any packages sent to a FedEx pick-up location must be picked up within two hours of FedEx making the item available for pick-up. Please do not leave items sitting at a FedEx location for extended periods of time. If the package is not picked up from FedEx within a reasonable time-frame we may not be able to honour any DOAs.

Any DOA will be handled via store credit, not including the cost of shipping. We will always do our best to keep our customers happy and make every situation right, but please be aware that issues do occasionally arise. Shipping live animals is never a guaranteed practice.

### Shipping:

All shipments are sent utilizing FedEx priority overnight.

Shipments will be sent from our facility on either the next available Monday (arrival Tuesday) or Tuesday (Wednesday). This allows FedEx the maximum options for success and allows flexibility to avoid potential weather conditions.

All items will be shipped in thick wall insulated containers. Pending the time of year and outdoor temperatures, appropriate temperature control items will be added.

Correct address and destination are the responsibility of the buyer, failure to ensure this is not the fault of Cultured by Science.

A P.O. box cannot be utilized as an address.

Shipping costs will not be refunded.

Please contact at [culturedbyscience@gmail.com](mailto:culturedbyscience@gmail.com) for any questions involving shipping.

### DOA (Dead on arrival) policy:

Photographs of all DOA items must be provided within two hours upon shipment arrival (confirmed by carrier information).

All DOA inquiries and requests are to be sent to: [culturedbyscience@gmail.com](mailto:culturedbyscience@gmail.com)

DOA items should be photographed inside of their unopened bag and if possible video of the unboxing process should also be provided.

Unfortunately, delays caused by the shipper are not the responsibility of Cultured by Science, however we will do what we can to assist.

If the DOA item is not able to be replaced, we will provide store credit for the purchase price of the item. Shipping fees will not be credited.

**Local Pick-up:**

We offer pick-up for our local customers.

There is no DOA policy for locally picked up items.

We will hold your items once purchased for a maximum of 10 days prior to pick-up.

You may be contacted to arrange a different timeslot for pick-up than selected upon checkout.