

Warranty



**EMERALD
FOREST**
BIRD GARDENS

Live Bird Guarantee

We take great pride in shipping extremely healthy and active birds to our customers. If a bird has perished upon arrival, Emerald Forest Bird Gardens will provide credit for the amount of the perished bird that can be used toward a future purchase.

If the bird(s) arrive deceased* or in poor condition, Emerald Forest Bird Gardens requires that:

- ▶ The customer notifies us of the condition of the bird(s) within 3 hours of arrival via email at emeraldforestbirds@gmail.com, or at +1 760-728-2226.
- ▶ Picture(s) of the bird(s) must be sent by 12am PST day of arrival to emeraldforestbirds@gmail.com.
- ▶ Failure to meet these guidelines will void Emerald Forest Bird Gardens Live Bird and Health Guarantee.

* Please note that a necropsy by a Board Certified Avian Veterinarian may be requested to determine cause of death prior to issuing any credit for perished birds under both the live bird guarantee and 30 day health guarantee. Once the necropsy results have been received, they must be sent to us at emeraldforestbirds@gmail.com within 24hrs of completion. (If a necropsy is requested and you are unable to find a Certified Avian Veterinarian, we will have one done for you.) You will need to notify us immediately at emeraldforestbirds@gmail.com so that we can provide you with instructions on how best to preserve your bird and how to ship it back to us.

EFBG 30 Day Health Guarantee

We are proud of the high quality birds we are able to produce and provide. In addition to our Live Bird Guarantee, EFBG is proud to offer an additional 30 Day Health Guarantee on all birds purchased from us.

Our EFBG 30 Day Health Guarantee includes the following parameters:

- ▶ The EFBG 30 Day Health Guarantee does not cover negligence by owner such as offering the wrong diet, injury or other situation where Emerald Forest Bird Gardens has no control or is unable to monitor the care of the bird(s).

- ▶ Emerald Forest Bird Gardens must be notified in writing in the event of any health issues, veterinary treatment or concerns in order for the EFBG 30 Day Health Guarantee to be honored.
- ▶ If you are unhappy with your new bird(s), a replacement can be requested in exceptional circumstances, within the USA only and will be granted at our discretion. Shipping fees and travel crates associated with the return and replacement of the bird(s) are at the buyers expense.
- ▶ In the event that your bird(s) perishes* within the warranty period, clear pictures of your bird(s) needs to be sent to Emerald Forest Bird Gardens at emeraldforestbirds@gmail.com
- ▶ Buyers must be aware of common household toxins, warnings and common toxic plants and foods that can be harmful to your bird(s) (including but not limited to those listed on our Toucan Care Sheet). Emerald Forest Bird Gardens shall not be held liable if any warnings to toxic plants, foods and household warnings are not followed.
- ▶ The EFBG 30 Day Health Guarantee covers the replacement cost of the deceased bird(s) only and does not cover any additional travel crates or shipping fees associated with replacing your bird(s).

Failure to read the FAQ's and the Toucan Care Sheet on our website will void Emerald Forest Bird Gardens 30 Day Health Guarantee.

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(If a necropsy is requested and you are unable to find a Certified Avian Veterinarian, we will have one done for you.) You will need to notify us immediately at emeraldforestbirds@gmail.com so that we can provide you with instructions on how best to preserve your bird and how to ship it back to us.

Care for your birds:

If you have any non-urgent issues or concerns about your birds, please notify us within three hours of receipt of your order so we may assist your needs quickly. We recommend that you contact your avian Veterinarian first if your bird(s) are exhibiting any signs of illness: 'tucking' their head, sleeping all day, fluffed up and/or lethargic.

It is the customer's responsibility to learn how to care for your new bird(s) and to prepare for their arrival. Please review our FAQ's, our Toucan Care Sheet,

available on our website, and complete additional research regarding your bird choices well before placing your orders. This is to ensure you have a good understanding of their needs and how to maintain your bird's wellness. Once your bird(s) are in your care, we trust that you will care for your bird(s) in a loving, healthy and appropriate manner.

Please note your new bird(s) will take time to adjust and get to know you. The time it takes to bond with your bird is dependent upon the amount of time you spend to create trust. Every bird is different. We trust you will research your bird(s) regarding how best to bond with them, and their ability to be trained, as this will vary depending upon the bird species.

We hope you enjoy caring for your new bird(s) as much as we do and look forward to many updates on your new companion(s).

Emerald Forest Bird Gardens

Web: www.emeraldforestbirds.com

Email: emeraldforestbirds@gmail.com

Tel: +1 760-728-2226

Address: 38420 Dos Cameos Dr, Fallbrook, CA 92028, USA

