

# PURCHASE AGREEMENT

*Our reputation is extremely important and we appreciate your business!*

## 1. BUYER ASSURANCE GUARANTEE

**We offer a 30-day health guarantee on Crested Geckos!** All Geckos offered for sale are loving pets and come with a free limited technical support for life. Yes, we are always available to answer any of your questions by e-mail if they should arise. Of course all of our Geckos are guaranteed to arrive alive and healthy and be exactly as described.

**We want you to feel confident about doing business with us at Gecko Lovers!** Our top goal is to provide you high quality Geckos at reasonable prices and to provide excellent customer service with effective technical support. If you have ANY problems or concerns about your shipment, simply call 919-729-1056 within two (2) hours of receipt and we will do whatever it takes to make things right!

## 2. HOW TO SEND YOUR PAYMENT

**Our preferred method of payment is PayPal and we are verified members of PayPal.** Using PayPal is a quick, easy and secure method for online transactions, including most Credit Cards. Please send your online payments to:

■ [CoolStudio@aol.com](mailto:CoolStudio@aol.com)

To arrange any other method of payment, such as certified check or postal money order (or to request placing animals on hold), please send e-mail to [CrestedGeckos@aol.com](mailto:CrestedGeckos@aol.com) for payment instructions. **North Carolina residents must add 5.75% sales tax.**

## 3. SHIPPING

**All live reptiles are guaranteed to arrive alive and healthy with favorable weather conditions.** We will ship overnight on Mondays, Tuesdays, and Wednesdays only—NO EXCEPTIONS. You will be sent a tracking number when your animal(s) are shipped.

We ship living Geckos using UPS or FedEx Overnight Air Service AFTER payment is made in full. We may be able to use another carrier that you provide, but we will not ship reptiles by the U.S. Postal Service.

Most packages are delivered before 12:00 PM (but may arrive as late as 5:00 or 6:00 PM if there are any minor delays). You must contact us within two (2) hours of delivery if there are problems with your order. If we do not hear from you within 24 hours of delivery, we consider the transaction to be completed to your satisfaction.

We can NOT be held responsible for major carrier delays or mitigating circumstances such as acts of nature or god, etc.

## 4. PLACING GECKOS ON HOLD

**We will hold Geckos during periods of adverse weather, for any amount of time needed, at no charge to the customer.** However, if you would like to place a Gecko on hold while favorable shipping conditions are available, we require a 25% non-refundable deposit by Postal Money Order or Cashiers Check. We will hold Gecko(s) for up to one month until final payment is due. If you do NOT send final payment the Gecko(s) can be available for sale again. We do NOT return deposits, but you will have credit towards another purchase from us.

## 5. BUYERS' RESPONSIBILITIES

It is the responsibility of the buyer to contact us by e-mail or phone after placing an order, to determine the most appropriate day for shipping and to provide us with any additional information we may need to expedite your shipping, including phone number. It is also the buyer's responsibility to make sure that someone is present at the shipping address on the day the package is scheduled to arrive.

**All guarantees are void if someone is not able to sign for delivery on the first delivery attempt!**

## 6. REPLACEMENT PROCEDURE POLICY

**Our main goal is to make each transaction a pleasant experience.** If any problems arise, please be assured that we will do our best to help! Once we determine that you have a valid claim, we will work with you to find a suitable replacement. All of our Geckos are one-of-a-kind or rare, therefore we do NOT refund money back under any circumstances.

In the extremely unlikely event that one of our Geckos do arrive in bad shape or DOA, the seller will require proof, in the form of the deceased, injured, or "sick" Gecko being shipped back to our location at the buyer's expense. We may be able to accept digital pictures as a substitute, however the seller will decide this on a case by case basis. Please understand that there are many unscrupulous individuals who will try anything to run a scam on others. This process is an industry standard procedure which is necessary to protect ourselves.

**Our reputation is extremely important to us at GeckoLovers.com!**

We have built and maintained our good name by providing great Crested Geckos as well as excellent customer service. If there is ever a problem with any of our Geckos, we ask that you keep details of the problem private. The buyer must call the seller at 919-729-1056 within two (2) hours and allow reasonable time (up to two weeks) to review your claim and make a suitable arrangement to replace your Gecko(s).

**Posting details of your transaction, problem or claim, on any public forum or website is a direct violation of this policy and will result in the immediate and unconditional void of our guarantee.**

## 7. CONTACT INFORMATION

[WWW.GECKOLOVERS.COM](http://WWW.GECKOLOVERS.COM)

**Contacts:** Brett Nation and Bonny Gysel

**Location:** Louisiana, North Carolina

**Text Message ONLY:** 703-296-0028

**Phone:** 919-729-1056

**E-mail:** [CrestedGeckos@aol.com](mailto:CrestedGeckos@aol.com)



**PLEASE NOTE: E-mail is always our preferred method of contact for all non-urgent questions.**

**All e-mails are answered within 48 hours, excluding weekends and holidays.** If you do not hear back from us within this time period, there may have been an interruption on our end or yours. Unfortunately, with new spam filters and e-mail blockers some electronic mail may get lost in cyberspace. Please call us during reasonable business hours (10:00 AM to 10:00 PM EST) if your e-mail has not been promptly answered on Monday through Friday.



# GECKOLOVERS

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