

Refund Policy/ Terms of Service

Welcome to Cold Blooded Kingdom! These Terms and Conditions govern your use of cbkreptiles.shop (referred to as the "Site") operated by Cold Blooded Kingdom.

By accessing or using our Site, you agree to be bound by these Terms and Conditions. If you do not agree with any part of these terms, then you may not access the Site.

General

- All purchases made through our Site are final. We do not offer refunds or returns, except in cases where the item received is damaged or defective.
- We offer partial store credit for canceled orders before shipment. A cancellation fee may apply.
- Payment plans with a nonrefundable deposit are available for animal purchases. Failure to complete payment within the specified deadline may result in order cancellation.
- Sales to minors require parental approval. We may request proof of age.
- Please note that images of animals on our Site may not represent the exact animal available for purchase. Additional photos and videos can be provided upon request.
- All content on our Site, including photos, descriptions, and other materials, are the property of Cold Blooded Kingdom and may not be used without our permission.

Animals

Live Arrival Guarantee

- To qualify for our live arrival guarantee, shipments must be made within specified temperature ranges.
- We do not guarantee the sex or gender of animals unless otherwise stated.
- Some animals are offered for educational or scientific purposes only, as required by regulations.
- We are not responsible for carrier delays or mishandling resulting in deceased animals upon arrival.

Health Guarantee

- While we guarantee the health of animals upon arrival, we are not responsible for any subsequent health issues.
- Imported animals are treated for parasites, but long-term health issues cannot be guaranteed.

Shipping Policy

- We ship live animals via specified carriers and days. Customers must be available to receive shipments on the first delivery attempt.
- We do not ship to P.O. boxes or sell venomous reptiles.

Please review these Terms and Conditions carefully before using our Site. We reserve the right to update, change, or replace any part of these Terms and Conditions at any time without prior notice. Your continued use of the Site following any changes constitutes acceptance of those changes.

If you have any questions about these Terms and Conditions, please contact us at info@cbkreptiles.shop.

Location

3314 W Hillsboro Blvd, Deerfield Beach, FL 33442