

Healthy Reptile Guarantee & Return Policy

Curious Creatures LLC guarantees our reptiles to be healthy at the time of purchase. Customers may return any reptile within 10 days from the date of purchase and will be given store credit for the full amount of the purchase price so long as the reptile is returned in good condition (sorry no refunds). If there is a problem with a reptile, you must notify us within 10 days of your purchase either by calling our store ([773-698-8333](tel:773-698-8333)) or emailing us at CuriousCreaturesLLC@aol.com. If we receive timely notice of a problem, we will replace a reptile that is sick or injured, so long as the illness or injury is not the result of abuse or neglect by the customer.

Our guarantee is void if the customer fails to provide the reptile with a proper environment, including ensuring proper temperature, bedding, lighting and cage size, or if the customer fails to provide appropriate food and water. We reserve the right to ask for proof, including photographs, to ensure that the reptile has been properly cared for. If you are unsure how to care for a reptile, please ask for advice before making your purchase. We're always happy to help.

Curious Creatures cares for reptiles and wants to make sure that they are as healthy as they can be. Whether you bought it from us or not, if for any reason you are concerned about your pet (for example, if it is suffering from low appetite or lack of activity), please feel free to call, email or come down to our store at [4131 Broadway Ave, 60613, Chicago](https://www.google.com/maps/place/4131+Broadway+Ave,+Chicago,+IL+60613), Illinois and we will do our best to help or refer you to a veterinarian with experience caring for reptiles.

Although we cannot provide store credit for returned reptiles after 10 days, please bring your reptile back to us if you find, for any reason, that you can no longer care for it. So long as it is in good condition we will do everything we can to ensure that it finds a new home.

NO TOUCHING FOR 3 TO 5 DAYS!!!

Animal: _____

Store Owner: _____

Date: _____

Customer: _____

Date: _____