

**WEBSITE CONTENTS AND MATERIALS:** The information on this website is for information purposes only. It is believed to be reliable, but we do not warrant its completeness, timeliness or accuracy.

Neither the owner(s) nor anyone else associated with this website, shall be liable for any loss, damage, or liability directly or indirectly caused or alleged to be caused by the information on this website.

**IT IS OF UTMOST IMPORTANTANCE THAT YOU READ AND UNDERSTOOD HENS PARADISE POLICIES, PROCEDURES, TERMS & CONDITIONS BEFORE MAKING ANY PURCHASE OR PAYMENT.**

**HENS PARADISE POLICIES, PROCEDURES, TERMS & CONDITIONS: IN RESPECT OF ORDERS PLACE, SALES, REFUNDS, DELIVERIES.**

**HENS PARADISE POLICIES, PROCEDURES AND TERMS & CONDITIONS, ARE ENFORCED TO PROTECT HENS PARADISE AND THEIR CUSTOMERS.**

**FEEL FREE TO E-MAIL US ON [harry@hensparadise.co.za](mailto:harry@hensparadise.co.za) OR CALL / WHATSAPP +27 79 388 5865, FOR MORE CLARIFICATION / INFORMATION.**

**DAY OLD CHICKS:** HENS PARADISE guarantee that all Lohmann Brown day old chicks are, A-Grade, Vaccinated on day one as per the laws/rules, against Mareck's -, Bronchitis and Newcastle disease, sexed (only laying hens) and packed, ready for collection / delivery. We don't sell mixed boxes of chicks, which consist of hens and roosters. The boxes contain 102 day old chicks per box, and customer only pay for 100 CHICKS.

HENS PARADISE, cannot be held responsible for any mortality of day old chicks, once they have been inspected and collected from HENS PARADISE. The same applies, should you require for HENS PARADISE to deliver directly, as tar and surface roads change all over the country with the risk of chicks been injured or stress related mortality, however should there be more than 5% mortality per box on arrival, during the off load inspection, HENS PARADISE will replace the mortality of chicks, **above the 5%**, either on the next order or make an electronic bank to bank refund (for mortality over 5%) no later than 14 working days. No e-wallet refund will be made to provide financial audit trail.

When ordering day old chicks, customers will be presented with an official quote / invoice, the document is valid for 3 days from the date imprinted on the quote/invoice document. Within the 3 day period, the customer will be required to make full EFT (Electronic Funds Transfer) payment into the banking account of HENS PARADISE. Client name and surname with contact number to be used as reference. Clients to add 10% to amount to cover bank cost for cash payments made into bank account. Proof of payment to be forwarded by to us, either by emailed to [harry@hensparadise](mailto:harry@hensparadise.co.za) or via WhatsApp. Once the full payment reflect in account, will the customer's order / purchase, be a secured deal. Should the full payment not reflect on times specified, the order will automatically be carried over to next availability date. Should no performance made by client within the 3 days, the quote / invoice will be cancelled and the customer will require to re-order as per HENS PARADISE hatching calendar.

**CANCELLATION OF ORDERS:** HENS PARADISE does not offer any refunds on cancellation of orders by client once payment has been made. Cancellation of orders by client could be in any form, such as telephonically conversation, WhatsApp message, e-mail or SMS message. Client forfeit monies paid to Hens Paradise, without any claims against or refund from Hens Paradise.

As we deal with livestock, the availability for delivery / collection could be delayed / postponed and should HENS PARADISE cancel any dates for collection / delivery for any reason, the customer shall have no claim against HENS PARADISE , having no choice but to comply with HENS PARADISE next collection or delivery date.

Should the delivery vehicle be involved in an accident or breakdown, or changes in hatching operational requirements or driver illness, and the order not get delivered on the specific date, no claim shall be made against HENS PARADISE , however HENS PARADISE , will set a new date for delivery.

If No pitch or show up by client on confirmed collection date and place, will result in the cancelation of the order with no refund or claim against HENS PARADISE, this include customers collecting from HENS PARADISE or at the delivery drop off point / address agreed upon. Hens Paradise will try their utmost best to get hold of client for non-pitch / show up for the delivery / collection. As we have other livestock in transit and other customers waiting for their orders, Hens Paradise will not be able to spend unlimited time to locate customer who did not pitch / show up.

**AIRFREIGHT:** HENS PARADISE will provide customers with an airway bill tracking number, should the customer choose air cargo, airport to airport for collection. Once the delivery is handed over and the airlines tracking number has been issued, HENS PARADISE, will immediately send the tracking number to the customer via, SMS or WhatsApp. Once this has been sent and proof is shown that this has been sent, it will from that point become the responsibility of the customer to follow up with the tracking of the shipment and the airline directly until such time as the shipment is handed over and received by the customers.

No claim/s can or shall made for chicks mortality send via airfreight against HENS PARADISE.

HENS PARADISE does not offer free delivery and quantity orders per route may apply.

**TERMS & CONDITIONS:** HENS PARADISE does **not offer any form of refunds.** Once the customer made partial or full payment on order placed, the transaction is legal and no refund will be made on cancellation of any nature. It is important that before payment is made, that HENS PARADISE confirms availability of any listed products within HENS PARADISE price list.

**FERTILE EGGS:** Hens Paradise could not guarantee or issue warranty that **ALL** the eggs purchased can be fertile, however we strive to supply eggs with 85% to 90% fertility. The SAPA registered poultry farm, monitor Egg storage Procedures and the breeding stock management program to ensure best possible fertility %. Although **sexing of fertile eggs is not possible**, clients understood that they will hatch both hens and roosters from Lohmann Brown Fertile eggs. HENS PARADISE cannot be held responsible for poor hatch rates of eggs purchased from us, as many factors outside HENS PARADISE control, such as incubator efficiency, operator knowledge, egg storage, etc which have effect on hatch rate. HENS PARADISE, cannot be held responsible for eggs that have been collected, should they be damaged in transit to final destination. This will also apply for eggs been sent (on customer request) using a courier service. HENS PARADISE cannot be held accountable for damaged or broken eggs. The same applies, should the customer choose that HENS PARADISE does the delivery.

Once the delivery is made and ownership taken by client, it become the responsibility of client. Client to report any breakage / damaged eggs to HENS PARADISE employee immediately, prior departure of HENS PARADISE employee. However should the entire box of fertile eggs be broken delivered by HENS PARADISE employee, the order will be replaced with another box, based on HENS PARADISE next delivery schedule. Customer will require to provide proof using photographs damages with the Hens Paradise employee and the delivery vehicle used for the delivery and this to be emailed / WhatsApp to the company prior to the driver leaving the delivery point.

When ordering Fertile eggs, customers will be presented with an official quote / invoice, the document is valid for 3 days from the date imprinted on the quote/invoice document. Within the 3 day period, the customer will be required to make full EFT (Electronic Funds Transfer) payment into the banking account of HENS PARADISE. Client name and surname with contact number to be used as reference. Clients to add 10% to amount to cover bank cost for cash payments made into bank account. Proof of payment to be forwarded by, either emailed to [harry@hensparadise](mailto:harry@hensparadise) or via WhatsApp. Once the full payment reflect in account, will the customer's order / purchase, be a secured deal. Should the full payment not reflect on times specified, the order will automatically be carried over to next availability date. Should no performance made by client within the 3 days, the quote / invoice will be cancelled and the customer will require to re-order as per HENS PARADISE hatching calendar.

**CANCELLATION OF ORDERS:** HENS PARADISE does not offer any refunds on cancellation of orders by client once payment has been made. Cancellation of orders by client could be in any form, such as telephonically conversation, WhatsApp message, e-mail or SMS message, and client forfeit monies paid to Hens Paradise, without any claims against or refund from Hens Paradise. As we deal with livestock, the availability could be delayed / postponed and should HENS PARADISE cancel any dates for collection / delivery for any reason, the customer shall have no claim against HENS PARADISE , having no choice but to comply with HENS PARADISE next collection or delivery date.

Should the delivery vehicle be involved in an accident or breakdown, or changes in hatching operational requirements or driver illness, and the order not get delivered on the specific date, no claim shall be made against HENS PARADISE , however HENS PARADISE , will set a new date for delivery.

If No pitch or show up on confirmed collection date and place, will result in the cancelation of the order with no refund or claim against HENS PARADISE, this include customers collecting from HENS PARADISE or at the delivery drop off point / address agreed upon. Hens Paradise will try their utmost best to get hold of client for non-pitch / show up for the delivery / collection. As we have other livestock in transit and other customers waiting for their orders, Hens Paradise will not be able to spend unlimited time to locate customer who did not pitch / show up.

**AIRFREIGHT / COURIER SERVICES:** HENS PARADISE will provide customers with an airway bill tracking number / parcel tracking number, should the customer choose air cargo, airport to airport for collection or Courier Company. Once the delivery is handed over and the airlines / Courier company tracking number has been issued, HENS PARADISE, will immediately send the tracking number to the customer via, SMS or WhatsApp. Once this has been sent and proof is shown that this has been sent, it will from that point become the responsibility of the customer to follow up with the tracking of the shipment and the airline directly until such time as the shipment is handed over and received by the customers.

No claim/s can or shall made for damaged eggs send via Airfreight / Courier Company against HENS PARADISE. HENS PARADISE does not offer free delivery and quantity orders per route may apply.

**TERMS & CONDITIONS:** HENS PARADISE does **not offer any form of refunds.** Once the customer made partial or full payment on order placed, the transaction is legal and no refund will be made on cancellation of any nature. It is important that before payment is made, that HENS PARADISE confirms availability of any listed products within HENS PARADISE price list.