



Purchasing Information and Policies

Steps to purchasing a chinchilla:

- 1) Go to our website and select a chinchilla. If you click the picture or where one should be, you will get that chinchilla's information page and more pictures if we have them. For any without pictures that may interest you, contact us and we can take some with our phones. Be aware, we cannot take pictures of every single chinchilla that does not have a picture. There are too many of them. We can also use Zoom to send videos.
- 2) Go to our "Contact Us" page and email or text us to confirm availability and to make arrangements for paying a deposit. We will also schedule an appointment for pick up at that time. Include the chinchilla's ID number/name in the email or text.
- 3) We will send an invoice through PayPal to your email address for the deposit. Deposits are 50% of the chinchilla's price. We will be including sales tax on all transactions since we are licensed through both the state and city and sales tax is required. A second invoice will be sent the night before the appointment. This is for the balance and payment is expected after you arrive and see the chinchillas. You may pay before, if you prefer.
- 4) Visit our home to pick up your chinchilla. An appointment is necessary. Any outstanding balance is due at the pickup time. ALL PAYMENTS ARE TO BE MADE THROUGH THE PAYPAL INVOICES. We will, at this time, have you fill out some paperwork.

***** Do not send a deposit/payment without confirming that the chinchilla is still available. Often, multiple parties are interested in the same animal.**

***** We will not be held responsible for lost payments. Please, notify us when you send a deposit or payment so we can let you know when it arrives.**

***** We will not accept a deposit or payment on a chinchilla that is less than 8 weeks old. Kits remain with their mothers until they are 8 weeks old and stay here for an additional 4 weeks to make sure that they are doing well on their own.**

***** Cuddle Bug Chinchillas reserves the right to keep any chinchilla shown on the site. We also reserve the right to turn a customer away.**

***** We CANNOT schedule appointments to visit/see the chinchillas. This is to protect their health.**

If you select a chinchilla that is too young to wean, or you cannot pick it up right away, we will hold it for one week awaiting the deposit. A deposit requires a non-refundable fee of 50% of the purchase price or \$50.00. We only accept Payments made through the PayPal invoices. PayPal accepts credit and debit cards, and Venmo along with payments straight from a bank account. Once the deposit is received, the chinchilla will be held for you for up to 2 weeks after weaning is completed. After that, we ask that you pay a \$5.00 per day boarding fee.

The balance of the chinchilla's price is due upon pickup. The deposit and any payments will be subtracted from the total price when you pick up the chinchilla. The remaining balance, if any, must be made through the PayPal invoice sent the previous night.

No chinchilla is considered on hold until we receive a deposit. Be aware that we often have more than one person discussing the same chinchilla. We operate on a first come, first served basis. We will make 3 attempts to schedule a time for pick up. After the 3 missed appointments, we will consider the sale cancelled by you and your deposit will be forfeited. The chinchilla will then be placed back up for sale. Please be considerate of our time and arrive at your scheduled time. If you need to reschedule your appointment with us, please contact us prior to the time you should be arriving. Failure to do so may cause forfeiture of your deposit.

If, at any time prior to full payment, you decide not to purchase the chinchilla, your deposit will be forfeited.

We do not give refunds since we cannot control what happens after you leave our premises with the chinchilla.

Cuddle Bug Chinchillas reserves the right to cancel or postpone the sale of any chinchilla. If this happens, you may:

- A) Wait for the chinchilla to become available again **OR**
- B) Put the deposit towards another animal **OR**
- C) Receive a full refund of the deposit (sales cancelled by us only)

By signing this agreement you agree to the following:

- A) All chinchillas are healthy when sold, therefore, all vet bills are your responsibility.**
- B) Proper care and feeding of the chinchilla will be done according to the breeder's recommendations. If not followed, the health guarantee becomes void.**

____ This chinchilla may be of breeding quality. All of our chinchillas come with a pedigree. The pedigree states the predicted quality of the chinchilla. Female chinchillas, when ready for breeding, must weigh at least 600 grams and be one year of age. Males should weigh a minimum of 500 grams. We cannot guarantee the quality of any chinchilla that has not been shown by us. If you decide to breed, please be responsible and make sure that your chinchilla is of sufficient size and quality prior to placing it into breeding. You can have any breeder (not a veterinarian) check her for you, including us.

____ This chinchilla should not be bred. It has been determined that this chinchilla is of "Pet Quality" and it is listed on the pedigree as such. Pet quality chinchillas should never be bred. Breeding this chinchilla can cause genetic problems for the kits or health risks for the mother.

Chinchilla's Name: _____ Number: _____ .

Deposit: _____ Date Received: _____ Balance Due: _____.

Purchaser's Name: _____

Purchaser's Contact Information: _____

Purchaser's Signature: _____

Date: _____.

Seller's Signature: _____ Cornellia Kern