

Live Arrival Guarantee:

You can expect 100% live delivery and full count on every order. We will replace free of charge or will refund full purchase price of any shipment or part thereof which is missing or not in good condition **upon arrival**. If shipment is alive but not in good condition, we must be notified the same day of receipt and will assess on a case-by-case basis. Under no circumstances are we responsible for more than the purchase price.

If you do have any loss upon arrival, please count the lives and call us immediately at (800) 451-5603. We typically send a few extra birds just in case.

Sexing Guarantee:

We guarantee no less than 90% true-to-sex on pullet orders. In sexing errors any adjustments will be based on difference of price between sexes. We do not guarantee any ratio on as hatched/straight run orders.

Free Shipping:

Mt Healthy Hatcheries offer free shipping on every order with very few exceptions.

We charge .30ea shipping & handling on discounted chicks (Meat Makers & Heavy Combo) on the following states... AK, AZ, CA, CO, ID, MT, NE, NM, NV, OR, SD, UT, WA, WY.

We charge .30ea shipping & handling on bonus chicks to all states.

Shipping and Arrival Times:

All poultry is shipped USPS Priority Mail. Shipping should take no longer than two full days from Cincinnati, OH.

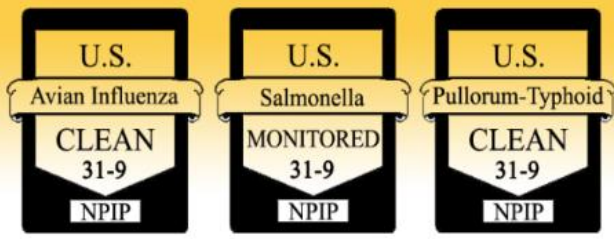
Chicks leave Cincinnati Wednesday and Sunday mornings (seasonally) = Arriving Thurs/Fri or Mon/Tues
Turkeys, Ducks and Gamebirds leave Cincinnati on Tuesday mornings = Arriving Wed/Thurs

Poultry arrives to your local post office from which you'll have to pick them up promptly. They will call you on the provided phone number upon arrival.

NPIP Certificates:

Mt Healthy Hatcheries is a proud member of the National Poultry Improvement Plan (NPIP). Our current NPIP status is U.S. Pullorum-Typhoid Clean, H5/H7 AI Clean and Salmonella Monitored.

We provide NPIP Health Papers 9-3 with every order. Forms will be enclosed a packing slip sleeve on your chick box.



Order Minimums and Associated Fees:

All minimums are per species; you cannot mix species to meet shipment minimums.

Species	Minimum	Shipment Time
Chickens	10	Jan 1-Mar 31, Oct 1- Dec 31
Chickens	3	April 1 – September 30
Ducks	15	February 1 – March 31
Ducks	3	April 1 – May 31
Turkeys	15	Always
Guineas	25	Always
Pheasants	30	Always

We charge a \$30.00 small order fee for any shipments or ducks or chicks 3-9

We charge a \$10.00 small order fee for any shipment of chicks from 10-24

Placing an Order:

Orders can be placed via phone call, online or mail. We cannot accept orders over the email. By ordering online your card will be charged at the time of ordering. Payment is due no later than 10 days prior to the shipping date. We currently accept Visa, Mastercard, Personal Check and Money Order. We cannot accept Check-by-Phone, Cash, Discover or American Express. Checks returned with insufficient funds will be charged a \$30.00 NSF fee.

Availability:

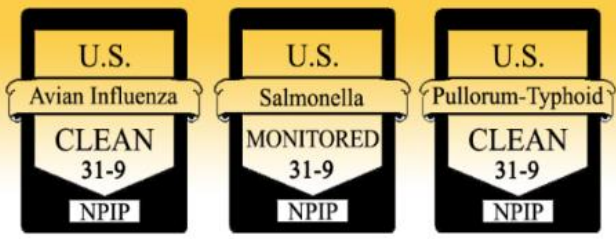
Online availability is updated daily. We take the bulk of our orders via phone which could cause slight discrepancies in online availability. We can provide real-time availability via phone.

Photos:

Majority of our online photos are taken here at the hatchery or our breeder farms. In some instances, photos are submitted by customers, social media followers, or in contests/giveaways. Photos are also sourced from stock images. In the cases where the photograph is not of our copyright, we are very selective that they follow realistic breed expectations.

Pickup Orders:

Day-old poultry is available for pickup at our hatchery. All pickups are by appointment only. If you do not pick up your order on the agreed upon date, you forfeit the amount paid for the live poultry. Pickup orders must be placed and paid for in advance. We will not accept payment upon pick-up – no exceptions. All pickup orders are to be placed via phone.



Changes and Cancellations:

Mt Healthy Hatcheries charges a 10% cancellation fee for all products canceled within **4 calendar days** of your hatch-ship date. The 10% fee will be charged on the product cancelled – if the order is cancelled entirely you would be charged 10% of the order total. Cancellation payment will be collected in the same process you are billed for your orders. Any cancellations, changes or reductions made 5 calendar days or earlier will be without penalty. We have put this into practice because of the highly perishable nature of our product. Orders booked are taken off the market and possibly denied to other potential customers.

Substitutions:

We do not substitute without your explicit consent and direction. If we ran short on a breed, we will attempt to reach out to you and see if you would be willing to swap for something else. If we cannot get in touch with you or you choose not to substitute you will be backordered to the next possible hatch (typically no more than 1 week from your original date).

Leg Banding

We leg band certain chicks for identification. We are currently only banding if we cannot find another reasonable way to identify chicks breed-to-breed. **Leg bands must be removed within 7 days.**

Quality Control:

Chicks pass through a number of quality control points before arriving at your post office. If we made a mistake and you have a chick with a physical defect, we must know within 1 week of arrival. We may ask for a photograph. If we also find the chick to be defective, we will credit, refund or replace.

Blue Breeding:

At Mt Healthy Hatcheries, if sold you blue chicks you will receive blue chicks. Not the offspring of blue chicks (which would be blue black and splash). There will be slight variances in the hue of blue. If your blue chicken grows out to be ‘too light’ or ‘too dark’ send us a picture and we will make it right.

(This does not apply to Rhode Island Blues as they are intended to be multi-colored)

Vaccination:

We only offer vaccination against Marek’s Disease. Good news is its infrequent in backyard flocks, and the vaccine is very affordable. Bad news is, if contracted, is catastrophic to your current and future flocks. The vaccination is highly protective – but it is not a guarantee against the disease. We only vaccinate standard size chickens upon request. Vaccine cost is .20 ea with a \$10.00 minimum charge. We recommend you vaccinate your flock to protect them. We do not recommend mixing vaccinated and unvaccinated birds as we vaccinate with a live virus.