



OUR HAPPY CUSTOMER GUARANTEE

Insect Lore is the Original Butterflies-By-Mail Company. We have been delivering the Magic of Metamorphosis to families and classrooms for almost 50 years! We take great pride in the quality of our educational products and the reliability of our Live Insect Kits. If you are receiving live insects, it is important that you track your order and remove the package from your mailbox promptly. Upon receipt, please inspect your shipment and notify us immediately of any damage or if you are dissatisfied with your purchase. If there is a problem, you must *contact our Customer Service Department at customerservice@insectlore.com within 10 business days of receipt of your order.*

Please Note: If you are not satisfied with your purchase, you may return most items within 30 days of receipt for a replacement or refund. **Live products are non-returnable**, but each live insect order guarantees that a specific number of specimens will grow to full adulthood. For orders that include caterpillars, we guarantee that 3 out of 5 of the caterpillars will become healthy butterflies. For orders that include ladybugs, we guarantee that 5 of the ladybug larvae will become friendly ladybugs. If your live kit does not fulfill this guarantee, please contact us within 30 days of receipt of your live kit and we will send you a replacement.

<http://www.insectlore.com/customer-service>

Manufacturer's warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.