



ORDER FORM

110 Premier Dr, Suite A, Lake Orion, MI 48359

TOLL FREE 1-866-240-6890 FAX: 248-690-2112 **EMAIL:** help@habitataven.com **Date :** _____

Office hours are Monday to Friday from 9 to 5, Eastern Time.

SHIP TO:			INVOICE TO:		
NAME			NAME		
ADDRESS			ADDRESS		
CITY	PROV/STATE	POSTAL/ZIP CODE	CITY	PROV/STATE	POSTAL/ZIP CODE
DAYTIME PHONE () ()	EVENING PHONE () ()		DAYTIME PHONE () ()	EVENING PHONE () ()	
E-MAIL			E-MAIL		

ITEM NO.	QTY.	DESCRIPTION	PRICE	TOTAL

CUSTOM ORDER INSTRUCTIONS			
	SUB TOTAL		=
	Discounts & Coupons		-
	SHIPPING FEE: will be added to your order *You will be contacted within 48hrs with a price		+
	Add Taxes below on SUB TOTAL		=
			+
	TOTAL AMOUNT		=

Terms, Conditiona, and Liability
 This contract is subject to the terms, conditions, exclusions, limitations and other provisions that are set out on the pages attached to this document. Please print your name and sign below that you have read, understand and agree to the Terms, Conditions, Policies, and Guidelines provided on page 2 and 3 of this document.

Name: (please print) _____ Name: _____

Signature: _____ Signature: _____

Terms, Conditions, Policies, and Guidelines

It is extremely important to us that your pets are secure and happy inside their Habitat Haven enclosures. We take great pride and care creating some of the finest outdoor enclosures available in the world. In order to deliver on our award-winning standards and your expectations, we think it is important to be transparent about our policies, guidelines, product claims, and liability. You can learn more about that below.

Please review and agree to our policies and guidelines regarding product claims, shipping, returns, installation and liability:

Order Cancellations. Once you place your order, you have 24 hours in which to cancel your order for a full refund. Our enclosures are made to order. This means that we custom fabricate each component especially for you. This also means that any attempt to cancel an order after we have started the process of making your order results in a very large cost to Habitat Haven. Due to this, there is a minimum cancellation fee equal to 10% of the order value for standard catalog items and a maximum of 50% based on how much time has elapsed since your order was placed. If your order includes but not limited to modified enclosures, custom configurations, and special-order items, all sales are final.

Maintenance. There is minimal maintenance required because of the use of cedar wood and galvanized metal mesh. Environmental conditions will shorten the lifespan of the enclosures. It is recommended that you grease the pins of the door hinges once a year.

Installation. It is recommended that at least two reasonably healthy people are present to install the enclosures. Knowledge of basic carpentry and assembly are helpful.

We are not responsible for damage incurred during assembly/disassembly.

It is assumed that the customer and persons involved in the installation are reasonably competent and possess the skills necessary to safely and securely install Habitat Haven enclosures. It is the responsibility of the persons and or end-user to comply with all laws regarding the installation and use of any product or service that Habitat Haven provides, either directly or indirectly, to ensure that the end-user hires competent installers, to use the product in accordance with directions or instructions provided to the end-user at the time of installation or delivery, etc.

Use of Habitat Haven Enclosures. It is not recommended that cats 3 months, toy dogs 4 months or younger be allowed in the enclosure made from the 2" x 2" mesh. It is possible that the kittens or puppies will slip out or their heads will get stuck. For other dog breeds it is up to the customers' judgment as to the age of the dog allowed in the enclosure.

Shipping. Orders are shipped using our network of freight carriers (including but not limited to UPS Freight, JCD Transport, Vitran) 6 to 8 weeks from payment confirmation in continental North America. Email confirmation is sent when order is shipped. The shipment may be a single shipment or in multiple shipments depending on the size and items in your order. Alternate arrangements can potentially be made for rush shipping.

Refunds. We will accept any standard pre-packaged kits for a refund of the purchase price of the product within 30 days of the delivery date to the customer. There will be a 10% restocking charge. The cost of shipping the returned item will be the customer's responsibility. In all other circumstances, including but not limited to modified enclosures, custom configurations, and special-order items, all sales are final.

Shipping and handling charges are not refundable under any circumstances. If the product is damaged during delivery to the customer, we will send replacement parts. A damaged part in no way extends our return policy to cover refunding shipping and handling costs or the cost of shipping products back for refund or exchange.



Damaged accessory items must be returned before we will send a replacement item. Proof must be provided of damaged cage parts before they will be replaced. This may include a digital photo, analog photo, video or return of the damaged item. This proof will be requested at Habitat Haven's discretion.

We cannot accept returns and will not issue credits for products damaged due to the customer's improper packaging, including damage incurred while shipping the product back to Habitat Haven. It is the customer's responsibility to properly package and insure returned packages as well as handle any claim issues regarding damage during return.

We cannot accept returns for used or opened accessory items, unless it is due to a defect with the product. This includes and is not limited to damage done to any Hangtime products.

We cannot refund items that have any type of animal contamination such as, but not limited to feces or urine. If we receive returned items with contamination on them, they will be returned to the customer at the customer's expense and cleaned of any contamination and returned to Habitat Haven or the value of the contaminated parts will be deducted from the total dollar amount of the refund.

Once returns are received by Habitat Haven, they will be inspected for damage. Acceptance of a return from an outside carrier does not mean Habitat Haven agrees the products are in acceptable condition for a refund. Once the packages are opened and inspected, any part in damaged or unacceptable condition will be deducted from the return amount. Cages and accessory items are not necessarily inspected immediately upon receipt. Unacceptable or missing items will be deducted from the refund amount at the full retail price. It is solely at Habitat Haven's discretion to determine if the parts are in acceptable condition or missing.

We do not offer refunds for defects in wood or bamboo. These features occur naturally in these types of materials and should be expected initially or over time. This includes and are not limited to cracks, splits and warping. Care is taken prior to shipping to ensure material defects that may affect performance are removed prior to shipping. It is at Habitat Haven's discretion to determine if a flaw warrants a replacement or refund.

Limitation of Liability. Except to the extent that these terms expressly and unambiguously states otherwise, neither Habitat Haven nor any of its directors, officers, employees, agents, distributors, vendors, independent contractors, partners, shareholders, parent companies, subsidiary companies, associated companies, trustees, receiver or other representatives is liable, or will be liable, in any way or to any extent for any injury, harm, damages or other loss arising out of, as a result of or in connection with the design, manufacture, installation, use or non-use of any product or service provide by, under, through or in connection with this agreement. This exclusion and limitation of liability are comprehensive and apply to any and all forms, types and kinds of injury, harm, damages and other loss (including, without restricting the generality of the foregoing , any injury, harm, damages or loss that is or are direct, indirect, compensatory, incidental, special, general, punitive, aggravated, consequential, loss of data, profit or income, loss of or damage to property, defamatory or loss of or damage to reputation) that arise or that occur at any time in any way anywhere, including without limiting the generality of the forgoing, any negligence, any breach of contract, any breach of any law (statutory, regulatory, administrative, common law, equity, criminal, national, state, municipal or otherwise), any product liability, any deliberate act, any criminal or illegal act or omission, any defamation or any similar act or omission (negligent, illegal or otherwise)by Habitat Haven or by any third party.