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Congratulations! on your purchase of our beautiful Live Butterflies!
We know you're eager and excited to explore this box and maybe have a peek at your butterflies, but first we ask that you read these few but valuable instructions.

First

Locate the Freeze Pack. You may need to remove or disassemble any shipping materials (popcorn, etc.). It is important that the shipping materials be put back after.

Next

Check the Freeze Pack. It will likely be thawed. Place the Freeze Pack in the freezer to refreeze. If a freezer is unavailable, fill a plastic bag full of ice; just be sure to not get the butterfly boxes wet!

Last

Continue to store in a cool room at or below 74°F. For very hot or humid weather, try the basement, a wine cellar, tile or linoleum floors, or even inside a dry bathtub!

Do not store in the refrigerator for more than 30 minutes. Do not freeze to keep cool.

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Now that you have inspected and attended to the Freeze Pack (or replaced with a sealed bag of ice), you will at some point the next day need to **recheck** the pack to insure it is still cold. Refreeze if necessary.

Traveling? Be sure to transport your butterflies in the **original shipping box or a portable cooler**. If travel is long or the event is not until the afternoon or evening of the next day, then **refreeze** the pack the night before and replace it in the morning. **Avoid** leaving your butterflies in direct sunlight or exposure to high heat for more than 15 minutes. (No parked cars or hot door steps please!) **Important:** *Please read the special note in the **Mass Release Instruction Sheet** about traveling with the butterflies and the best time to make the transfer – if you are doing a ‘mass release only.’*

Fly Away...!

The time is drawing near to set your butterflies free! So, at about **2 hours prior** to the release time, remove the individual butterfly packages from the shipping container and display them in a basket or transfer them if using a mass release container (see **Mass Release Instructions**). **Important:** *Please try to make the ‘warm-up’ gradual instead of a sudden change from extreme cold to high heat (i.e. – do not take directly from the cold container and place directly in the hot sun).* At this time, you may hear a bit of movement - do not be alarmed, they are living creatures and this is perfectly normal. **Be sure** to store your butterflies in doors or in the shade until you are ready to set them free. **It is OK for them to sit in the direct sun for 15 minutes or so prior to the release, but try not to keep them in the extreme heat for more much longer than that.**

Ideas, Suggestions! If you want to place a butterfly anywhere, for photos, for the first kiss, the announcement of Husband and Wife, or "Happy Birthday!" on your flowers or gift boxes, simply place the desired number of butterflies (kept in their original packages) into the refrigerator **for 20-30 minutes**. This brings down their body temperature. You will have approximately 30 seconds before each butterfly warms up enough to take flight!

Return Policy for Monarch Butterflies Only. If for some reason some of the butterflies arrive dead or are dead at the time of release, you may return them within 30 days of receipt for a prorated refund per butterfly (not including extras). **This return policy is for monarchs only.** Please return via standard mail to: