

## **Pionus Parrot's Website Policies & Procedures**

### ***Deposits or making payments on a Baby Bird & Health Guarantee***

I DO NOT CREATE A WAITING LIST, so if you are interested in getting one of my babies then you must watch the site for availability status on babies and then contact me when babies are along 2 weeks old. I will not keep you posted on availability.

I do not take deposits on eggs or on chicks that are under two weeks of age. It will be on an already hatched out baby and will be at least two weeks old before I will accept any deposits on a baby. Availability and deposits are basically on a first come-first serve basis. The only time a 'Deposit' or 'Other money towards the bird' will be refundable: If the baby should die while in my care or if baby gets sick or dies after in your possession and with a necropsy report stating it was the weaned babies health and not your fault within the 3 day health guarantee period.

Weaning Dates for the Pionus is at about 14-16 weeks. Amazons are about the same. We have no way of giving you an exact time until the time is real close and some babies don't want to wean as quickly as others. The Blue Head Pionus seems to take longer to wean than the other Pionus species. It can be as long as 18 weeks before you might be able to take your baby home. I don't rush them into weaning. So please be extremely patience when it comes near time to getting your baby. I understand that you are excited about your new bundle of feathers but we must have the best interest at heart when it comes to the health of a baby bird.

If you are within driving distance (See [Our Location](#) on our website) that you can come see the bird, then if decided you can make a deposit or pay in full or set up payments until it is weaned. See further down on the page about us not shipping birds.

If you do not want to drive to see the bird first, but want to make a deposit or payment then you can mail in payment which can be in the form of a personal check, cashier's check, money order, credit card or by PayPal. You can make a Deposit or Payment on our "Deposit/Payments" page Notify and Arrange with me FIRST before a first deposit or payment is to be made to be sure of exact availability on a baby bird. Please be aware that when you come to pick up your baby that you cannot make a final payment with personal check, it must be cash or credit card. PLEASE NOTE: The only time I accept personal checks is when making deposits or making payments... should you be ready to pick up your weaned baby and money is still owed, then you will need to pay cash/credit card upon pick up of your baby.

When you decide on a bird you would like to buy from us, it will require a deposit down to hold a two week or older chick and this Deposit is Non-Refundable. It will need to be at least 20% of the total cost of the bird, for example if the parrot costs \$350, then you would need to put at least \$70 down to hold it. It's your bird once you put a deposit down to hold it. All birds are available until there is a deposit made, payment plan or paid in full. You can make a deposit on a baby bird with PayPal or Money Order or Check. This does not apply to\*fully weaned\* birds, see in boxed area about paying for completely weaned birds. (Con't)

If you purchase a bird after it has already been \*fully weaned\* then you have to either pay Cash, PayPal, credit card or Money Order, I will not accept a personal check on fully weaned birds. You have to pay for bird all at once. No deposits are accepted on fully weaned birds.

While the baby bird is being handfed you can visit your baby by appointments and make payments on the baby as well or even pay the remainder upon pick up of your weaned baby bird. When your baby is completely weaned if it has already been paid for in full, then you may pick up your baby. You will have up to two weeks after the wean date to come and pick it up. For every week that goes by after the two week period I charge \$15.00 for feeding and care until baby is picked up.

If the baby is not paid for completely by the time it is weaned, there will be a time limit up to two weeks after the weaned date. You will be notified of the babies pick up date, and then the baby bird will have to be paid in full at that time with cash and picked up. If you cannot pick up the baby bird at the end of the two week period then I will charge an additional \$15.00 for each week that goes by for feeding and care until it is picked up.

What if you purchase one of our hand fed babies and you are making payments and we realize the baby is getting sick? We will contact you to let you know what's going on and we will seek medical attention and any necessary medication to see if baby gets better or we'll either reimburse your money back that you've paid or the money can be put towards another healthy baby that is available. It is common for babies to sometimes have bacterial infections and can be cleared up with antibiotics and then the baby will be fine afterwards and there is no cause for alarm, but if something more serious then you will be notified and decisions will be made on what your options are.

You will be notified at a closer time of when the baby will be ready for pick up, so you have will have a couple of weeks ahead of time to arrange to come to pick up the bird.

Our Guarantee seems to be a bit lengthy but I want to cover many aspects that can make or break the Guarantee. How do you guarantee a life?

### ***Babies Will Be Sold with a 3 Day Health Guarantee***

This guarantee does not entitle you to return the bird simply because you changed your mind on owning a bird. This is for health purposes only. Our health guarantee has been revised and goes as follows: Set up an appointment time with your vet prior to picking up your baby bird. If you know a head of time that you are going to be picking up your baby on a certain date, then you should have previously arranged for an appointment already set up with a Qualified Avian Vet. Sometimes you may not get an appointment for a week or so but that is not our fault and if it's past the 3 day period when the appointment is made then you will not have your bird protected under our 3 day health guarantee. You have within 3 days after the pickup date to have your baby checked by a qualified avian vet.

(Con't)

As long as "check-up or tests" were preformed within this 3 day period then you are covered by our guarantee should your bird be diagnosed with a problem. If you take your baby bird home and have not made a visit to the vet with in

the 3 day period, we will not reimburse for the bird or the vets office visit if there is a health problem and guarantee is voided. You pay at your own expense; a "Qualified Avian Vet" should do at least a basic "Well Bird Exam". If vet finds a problem and with proof from the vet in writing along with tests preformed if your bird should have a health problem, we will take back the bird and reimburse you in full for what you paid us for the bird, plus I will reimburse you for just the office visit charges, not to exceed \$40.

We do not reimburse you for blood work, cultures or any other extensive tests that you have the vet do. Cultures can take anywhere from a day to a week for the results to come back from the lab to the vets office. Some vets do their own culture testing, so you could possibly have results by the next day depending upon the type of culture it is. Blood tests can take up to 1-2 weeks for results. Even if results come back after the 3 day period, that is okay and your bird is still under the guarantee as long as the tests were taken before the 3 day period ends. If bird shows signs of "serious illness" and you do not want to proceed with further treatment at your own expense, we will reimburse back the full purchase price of the baby bird and only office visit of \$40 or less and minus DNA sexing, micro chipping if you chose those options in return for the baby bird back into our care. Leg Band removal voids guarantee. A full panel of blood work and cultures among other things can cost you on the average of \$200 or more for everything. If your vet suspects anything first have a culture test done first as a rule it is cheaper than blood work but often at times a culture test will not tell you things that a blood test can tell you...so your vet will know best on what to do. Simple infections can be normal in young birds and can be treated with antibiotics and is no real reason to return a baby back into me and can be treated by the buyer. If we do not hear from you within 15 days after purchase then we assume that your baby bird is good and healthy. If you feel there is a problem please do not hesitate to contact me to let me know what is going on.

**Leg band** Do not remove or have leg band cut off until your bird's 3 day health guarantee is up, early removal will deny you a refund if the bird is sick or dies. You will need the vet's receipts and letter stating that the baby has a major health issue.

**Death** If for some reason your newly purchased bird dies, you must notify me immediately and preserve the bird's body (carcass) in a couple of plastic bags and place into a refrigerator (do NOT freeze) and return to us within a 24 hour period so that we may get the body in for a necropsy to be performed as to why death occurred. Leg Band Number must match up to our records and voids guarantee if band is removed from bird. If you are too far in distance from us then you must locate a place or your vets office can handle it for you to have the bird sent in for a necropsy to be preformed and needs to be taken in immediately. If bird dies because of fault on your part we do not reimburse your purchase price or any other costs that may be incurred. If bird has died due to health reasons, then you will be reimbursed full purchase price if not due to being your fault. Poisons or toxins that may be in your household that may have hurt or killed your new bird voids the guarantee. (Con't)

### ***Quarantine Period***

***Quarantine*** should be 30-45 days if you have other birds present in your household or on your premises, otherwise guarantee is automatically voided. Please read our page on Quarantine and print out form if you are purchasing a bird from us and mail it to us or bring it when you pick up your baby bird.

***Changed your mind about owning a bird?*** I will not buy back any birds due to you changing your mind. If you don't want the bird for whatever reason, you will have to resale it to someone else.

***Bird Flies away?*** We sell all of our babies with their flight feathers clipped, so if some time goes by and your birds flight feathers grow out and flies away, its not our fault and we do not reimburse for this sort of thing.

***DNA Sexing*** The DNA Sexing is \$20 per bird, this price is what they charge me and I do not make any extra on sexing the bird for you. Usually the vet will charge more for DNA sexing so if you know you want your bird sexed then we can do it as a service to you before you have picked up your bird. We use Zoogen Services, Inc. It takes around 1 week for the results to come back. We use gather blood from the tip of the nail for the sample that is sent in. This is the best way although there are other methods but we choose to use blood when doing this. We generally take the sample anywhere from about 2 months old or older.

Shipping Birds. . . I DO NOT SHIP BIRDS. . . I DO NOT SHIP BIRDS. . .

At this point in time I do not offer Shipping on Birds. Some people will drive quite a distance to pick up a bird and some won't. I have some people come as far as 500 miles from me. See maps on Our Location Page which is accessed from our About Us page. We reside in the Phelan/Pinon Hills area of Southern California about 50 miles north of Ontario.

### ***For the [Online Bird Toy Parts Catalog](#)***

We do ship Toy Parts and other items from our Online Catalog. Toy Parts are shipped only throughout the United States and is shipped through the U.S. Postal Service or sometimes UPS. No International Orders are accepted.

We Accept Credit Cards and PayPal and Money Orders (no checks) payable to: *Pionus Parrot* for purchase of birds or toy items and miscellaneous items on our site.

**Quarantine Form** - This must be turned in to us up front when purchasing your baby bird. Print out our **Quarantine Form from the web address shown below.**

If the bird you just brought home is your very first bird, then quarantine is not necessary. If you purchase a new bird and if you have other birds you should quarantine the new incoming birds and it is necessary to be sure the new bird is not bringing in a disease or illness that could affect your other birds. Quarantine is an area away from other birds. The quarantine should last for 30 to 45 days. The further away the better, although some of us do not have a place far enough away from other birds, but even if you do it in your house make it in a room where your other existing birds do not come in contact with that area what so ever. Take precautions going from your other existing birds to your new bird. You should always take care of your other birds first and then take care of your new bird last. Wash your hands well. In a true quarantine you would also disinfect shoes, clothing or change your clothing and such but most don't really tend to follow that guideline.

As time goes by you will be watching for signs of how the bird looks and acts along the way throughout the quarantine process. Notice how the eyes and nostrils look as time goes by. Is the bird being active, playful or does it just sit there. If the bird is timid he may just sit and not be too active but as time goes by he will be more comfortable and relaxed and should start moving about more frequently. How well is the bird eating and drinking?

You will start your quarantine after you take your bird to the vet for a checkup. If the bird leaves your place to go back to the vet or where ever there might have been other birds then you must technically start the quarantine process over starting at day one.

If you have other birds and you don't quarantine the new baby bird that you buy from us, then you will void your Health Guarantee.

See the Quarantine Form in a PDF format at this Website URL:

<http://www.pionusparrot.com/PDFCat/QuarantineForm.pdf>

Thank you for visiting Pionus Parrot's Website!

Main Website: <http://www.pionusparrot.com>

Pionus Online: <http://www.pionusonline.com>

Our Pionus Forum: <http://www.pionusparrot.com/pionusforum>