

WINGS OF ENCHANTMENT GUARANTEE

We guarantee that you will receive live butterflies (or caterpillars) for any butterfly (or caterpillar) order. We also guarantee that they will arrive in time for your event. This delivery guarantee applies to orders scheduled to arrive the day before your event and on a weekday. The guarantee is void for 'same day' deliveries and/or Saturday deliveries. Our delivery guarantee is also void if you do not notify us of the missing package by 3 PM the day the shipment is supposed to arrive. No refunds given if you are unavailable to receive your package when it is delivered. You will be provided with a suggested time of delivery. That is a commitment time for your area based upon the FedEx service guide. There are sometimes delays with FedEx due to weather or other 'acts of God.'

We offer a bad weather exclusion to the cancellation policy shown above. If the weather is too cold or too rainy for a successful butterfly release, you may cancel up to 7 days prior to your event and receive a full refund, less a 20% processing fee.

(Note - for a successful butterfly release, the forecasted high for your area should be 60 Deg. F or greater. Light showers are OK for releasing butterflies, but heavy, steady rain is not.)

