

## **Refund Policy**

As per the shipment letter that is delivered with your frozen semen order, veterinarians (or the receiver) must inspect all doses upon delivery and notify SES immediately of missing doses/straws or any other errors with the shipment.

If you did not receive your complete order you, or your vet/tech, must notify SES immediately. Failure to notify SES, indicates that the order was received in full at time of delivery and there can be no refunds.

## **Broken/shattered straws at time of insemination**

Will not be refunded or reimbursed if:

- a) It has been over 30 days since the straw shattered during thawing, or a broken straw was discovered at time of insemination. A photo of the defective straw must be provided and reported to SES.
- b) The semen has been transported from the original clinic where SES delivered it to another clinic or facility, or it has been sold to a 3<sup>rd</sup> party.

At time of straw shattering/breakage, you must contact SES immediately and provide SES a photo of the straw that shattered during thawing. You may also mail the shattered straw to SES.

## **SES donations**

Frozen semen donated by SES must be shipped by July 31<sup>st</sup> of the year purchased or it will be returned to stock. No exceptions.