

WPT eStore Policies

Last updated May 4, 2007

At the World Parrot Trust, we take pride in providing you with top quality products and want your shopping experience to be positive. If you have any difficulty in finding what you are looking for, please call or email us and we will do our best to help. Please use the information below to learn more about our policies.

If you still have questions related to your shopping experience, please contact us at:

**UNITED KINGDOM & REST OF
WORLD**

Glanmor House
Hayle, Cornwall TR27 4HB
Voice: +44 (0) 1736 751026
Fax: +44 (0) 1736 751028

UNITED STATES

P.O. Box 935 Lake Alfred, FL
33850
Voice: 1 863-956-4347
Fax: 1 863-956-4347

CANADA

4377 Gordon Drive
Kelowna, BC V1W 1S7
Voice: +1 250-766-9363
Fax: +1 250-766-9363

- [Purchasing and Payment Options](#)
- [Shipping and Taxes](#)
- [Returns and Exchange](#)
- [Privacy Policy and Security Statement](#)
- [Frequently Asked Questions](#)

Purchasing and Payment Options

We are happy to accept your order via the method that is most convenient for you. We offer the following options:

Online: To order an item, simply click the Add to Cart button at the bottom of the product page. By clicking this button, you can place desired items into your shopping cart. When finished shopping, click the 'View Cart' button on the top bar on your screen. To complete your transaction, simply follow the instructions. We require an e-mail address and a phone number for the person who places an order, so that we can notify you of any problems that might occur.

Phone: To order by phone, call the office listed above. From all other countries, please call +44 (0) 1736 751026. We take during normal business, 5 days a week—excluding Thanksgiving Day and Christmas Day (and bank holidays in UK)

Fax: Proceed with your order to checkout and print the order form. Fax it to the World Parrot Trust at +1 863-956-4347 (U.S. and Canada) or +44 (0) 1736 751028. Please be sure to include your credit or debit card number and expiration date.

Mail: Proceed with your order to checkout and print the order form. Mail it to the address below. Checks and money orders should be payable in U.S. dollars (or UK pounds) to the World Parrot Trust. You may also pay by credit/debit card by simply completing your card information on the form. Mail the completed form to address nearest to your location.

PAYMENT Options

The WPT currently supports the following payment options:

- Visa
- Mastercard International
- Discover
- Debit or Bank Cards - (by phone only)

SHIPPING and TAXES

USA and Canada

Taxes: We are required to charge sales taxes on items delivered to some states and to Canada. Products shipped outside the U.S. and Canada may be subject to duty upon delivery.

In the United States, sales tax is charged on the total (including S&H) merchandise delivered to the following places:

Florida: 6%

In **Canada**, magazine subscriptions include 6% GST. We will add 6% GST to all other orders. Merchandise and magazine subscriptions delivered to New Brunswick, Newfoundland, and Nova Scotia will incur 14% HST. All other duties included.

Certain products shipped **internationally** may be subject to duty.

Returns and Exchange

We appreciate your business and support. To provide you with an unsurpassed shopping experience we offer a full return and exchange policy for all products not intended for birds.

We regret that we are unable to return any items intended for birds as the health and safety of birds is our top priority. Returned items carry the potential of spreading bacteria, viruses, germs or other disease-causing pathogens that can be extremely harmful to your bird. Although we are unable accept returns for these items, we welcome any and all questions prior to ordering.

For all other items, simply return the item for a prompt, full refund or exchange. Send to the address below. Please include the packing slip that came with your item or a note with your name, address, and reason for the return. Once we have received your package, we'll send you a replacement or a full merchandise refund.

Gift Exchange: If you are returning an item received as a gift, you may exchange it for another item or a gift certificate of equal value.

Damaged Item: If you wish to return an item because of an error on our part or you received something damaged, the World Parrot Trust will cover all costs associated with returning the merchandise.

Send all returns to:

**UNITED KINGDOM & REST OF
WORLD**

Glanmor House
Hayle, Cornwall TR27 4HB
Voice: +44 (0) 1736 751026
Fax: +44 (0) 1736 751028

UNITED STATES

P.O. Box 935 Lake Alfred, FL
33850
Voice: +1 863-956-4347
Fax: +1 863-956-4347

CANADA

4377 Gordon Drive
Kelowna, BC V1W
1S7
Voice: +1 250-766-9363
Fax: +1 250-766-9363

If you have any questions or concerns about your exchange or return, please call us at the numbers above.

Missing Items and Packages

Typically orders should be received within **7 to 14 business days** for Continental USA and Canada, 1 to 3 working days to UK, 3 to 5 working days for Europe, 5 to 15 working days for the rest of the World ROW.

In the event that your package is missing, please contact us within 20 working days of your purchase so we may investigate the matter further. The World Parrot Trust cannot be responsible for loss or damage claims made after expiration of UPS period of liability.

Although we strive for perfection, occasionally we make mistakes on orders. Missing item(s) must be reported within 72 hours of receiving the order. There are no exceptions to this policy.

Privacy Policy

The World Parrot Trust respects your right to privacy and appreciates your business! All customer names, addresses and order information collected are always kept confidential. We do not sell or lease any of our customer information to any other businesses. Furthermore the Trust does not retain any credit card or similar payment information.

Security Statement

We take extreme efforts to insure complete on-line security of your valuable data and credit card information. We use Secure Servers (SSL with 128 bit encryption technology) for the submission of your final payment information. SSL has been proven to be safer than giving your credit card information over the telephone.

All information sent and received during a secure submission is encrypted for your privacy and safety. You can rest assured and shop in confidence with us. No personal information is ever sold to outside parties for any reason and is kept 100% confidential.

eStore – Frequently Asked Questions

- [How can I find an item on your e-store?](#)
- [Does the information on your e-store accurately represent the items?](#)
- [Is everything you carry on your e-store?](#)
- [How can I place an order?](#)
- [How can I order items that aren't on your site?](#)
- [Do I have to pay taxes?](#)
- [How quickly do you process orders?](#)
- [Do I have to log in to order?](#)
- [What do I do if I've forgotten my password?](#)

QUESTIONS ABOUT SHIPPING

- [What are your shipping charges?](#)
- [Can I ship by another carrier than UPS?](#)
- [Can I get my order shipped RUSH?](#)
- [Do you ship to APO/PO Boxes?](#)
- [Do you ship overseas?](#)
- [Do you ship COD?](#)
- [How long will it take to process my order?](#)
- [How can I track my shipment?](#)

QUESTIONS ABOUT ORDERING

Please direct all questions to the WPT eStore nearest to you

UNITED KINGDOM & REST OF WORLD

Glanmor House
Hayle, Cornwall TR27 4HB
Voice: +44 (0) 1736 751026
Fax: +44 (0) 1736 751028

UNITED STATES

P.O. Box 935 Lake Alfred, FL
33850
Voice: 1 863-956-4347
Fax: 1 863-956-4347

CANADA

4377 Gordon Drive
Kelowna, BC V1W 1S7
Voice: +1 250-766-9363
Fax: +1 250-766-9363

How can I find an item on your e-store?

- BY ITEM NUMBER: Enter the number in the SEARCH BOX and the arrow.
- BY SUBJECT: Enter a brief description in the SEARCH BOX and the arrow.
- BY CATEGORY: Click on any of the categories shown below.
- CALL OR E-MAIL US: We are continuing to add items to our site. If you don't find what you're looking for or need assistance please call or fax your request to the branch closest to you or e-mail us at: estore@worldparrottrust.org.

Does the information on your e-store accurately represent the items?

While we make every effort to insure the accuracy of our images and our descriptions, all prices, packaging, colors, and minimum quantities are subject to change without notice.

Is everything you carry on your e-store?

While we are constantly adding items to our site, we do our best to keep it up dated. If you don't see an item you'd like on our site e-mail us at estore@worldparrottrust.org or contact the branch nearest to you and we'll be glad to see if we have, or can get, what you're looking for.

How can I place an order?

We are happy to accept your order via the method that is most convenient for you. We offer the following options:

Online: To order an item, simply click the Add to Cart button at the bottom of the product page. By clicking this button, you can place desired items into your shopping cart. When finished shopping, click the 'View Cart' button on the top bar on your screen. To complete your transaction, simply follow the instructions. We require an e-mail address and a phone number for the person who places an order, so that we can notify you of any problems that might occur.

Phone: To order by phone, call the office listed above. From all other countries, please call +44 (0) 1736 751026. We take during normal business, 5 days a week—excluding Thanksgiving Day and Christmas Day (and bank holidays in the UK).

Fax: Proceed with your order to checkout and print the order form. Fax it to the World Parrot Trust at +1 863-956-4347 (U.S. and Canada) or +44 (0) 1736 751028. Please be sure to include your credit or debit card number and expiration date.

Mail: Proceed with your order to checkout and print the order form. Mail it to the address below. Checks and money orders should be payable in U.S. dollars, CDN dollars, UK pounds to the World Parrot Trust. You may also pay by credit/debit card by simply completing your card information on the form. Mail the completed form to address nearest to your location.

How can I order items that aren't on your site?

If there is an item you believe we carry and it is not on our site, you will need to contact us. Email us at estore@worldparrottrust.org or contact the branch nearest to you and we'll be glad to see if we have, or can get, what you're looking for.

Do I have to pay taxes?

Schools, churches and other tax-exempt organizations must provide a copy of your letter of exemption to avoid paying sales tax. If merchandise is for resale, we must have your sales tax exemption number on file. Fax it to the World Parrot Trust at the branch closest to you. This is not applicable in the UK.

How quickly do you process orders?

We make every effort to ship orders within 4 working days of receipt of the order. If you have a specific time you need your order please call us at the branch closest to you and we will make every effort to get your order to you when you need it.

Do I have to login to order?

You do not have to login to search our site, but you will need to enter your billing and shipping information to place an order. If you have previously created an online account, you can login and your billing and shipping information will be displayed. If you need to change your information you can do that when the information comes up for your order. For security reasons we do not save your credit card or checking information.

What do I do if I've forgotten my password?

Click on 'Service' text link and then on 'Lost Password'. Enter your first and last name and email address and click on "Submit". Your password will be e-mailed to the address you provided when you created your account.

What is your Return Policy?

Click here to review our [returns policy](#)

QUESTIONS ABOUT SHIPPING

Can I ship by another carrier than UPS? (not available in the UK)

- If you will provide us with your account information, we can ship by your choice of shipping carriers.
- A handling fee of \$5 is added to any packages shipped by any carrier other than UPS.
- Orders to PO Boxes and APO's are shipped by Priority Mail.
- Order outside the U.S. are shipped by Global Priority Mail.

Can I get my order shipped RUSH?

If you need your order RUSHED to you, contact us by phone and let us know your needs. We will advise you of the estimated costs prior to shipment. We ship by UPS (Amtrak from the UK). You will need to provide us with your account information if you would like us to use your account to ship via another carrier (not available in UK).

Do you ship to APO/PO Boxes?

We can post to PO Box numbers

Do you ship COD?

We do not ship COD

How long will it take to process my order?

Orders for stock merchandise received by 11 am Monday-Friday will normally be processed and ready to ship within 4 business days of receipt or final approval of substitutions if necessary. For rush orders, or if you must have your order by a specific date, please contact us and we will work assist you.

Shipping time vary, based on your distance from our locations. The chart below provides approximate shipping time after order is processed to determine when you will receive your order.

- 3 to 4 working days to UK or USA
- 4 to 5 working days for Europe, or orders originating and being shipped in Canada
- 5 to 15 working days for the rest of the world.

How can I track my shipment?

If you provided your e-mail address with your order, you will automatically receive e-mail notification when your order is shipped by UPS. If your order is shipped by any other method, if there is tracking information available, we will forward it to you via e-mail. If you have not provided us with your e-mail address you will need to contact us by phone for tracking information. This option is not available in the UK.