



Purple Tree
Pet Care

Fertile Egg Postage Insurance Terms

We do our very best to ensure safe packaging and to ensure that no eggs are damaged during postage. We are now offering a postage insurance option available for fertile egg purchases only. This postage insurance option is provided by Purple Tree Pets and not by Australia Post.

IMPORTANT rules and conditions when purchasing postage insurance:

- Insurance is optional, please tick the box at checkout to add this to your order.
- Fertile egg postage insurance is charged at 10% of the total cart value. Please order eggs separately from other items to ensure the correct insurance amount is calculated and not added to other store items.
- The Purple Tree Pets insurance policy covers the cost of replacement eggs only if more than 50% of the eggs are broken or cracked during transit. *For example, if just one or two eggs are damaged in a dozen, replacements will not be issued, even if insurance was purchased.*
- If over 50% of your eggs arrive broken or cracked due to poor handling by Australia Post, please [contact us](#) immediately and submit clear photos of the damage via our '[Returns & Refunds](#)' page by 10pm on the day of delivery.
- Once the damage has been verified, we will replace the affected eggs free of charge (*minus postage cost*), provided the following conditions are met:
 - *If 3 or more eggs from a half dozen are damaged, 6 eggs will be replaced.*
 - *If 6 or more eggs from a dozen are damaged, 12 eggs will be replaced.*
- The customer is responsible for paying the postage cost of the replacement eggs.
- The replacement eggs sent via post will not be insured. This is at the risk of the customer.
- There is no guarantee the replacement eggs will be posted the following week. This will depend upon stock availability.
 - Insurance covers major damage caused during postage only.
- Insurance does not cover any other issues such as slow delivery, incubation problems, fertility rates, or hatching failures. *For example, eggs will not be replaced if you experience a lower than expected hatch rate.*

Our full terms & conditions can be read here:

<https://purpletreepets.com.au/terms>