



# 2024 Chick Order Policy

**DAY OLD MINIMUM TOTAL ORDER IS 5 | READY-TO-LAY MINIMUM TOTAL ORDER IS 2**

PLEASE NOTE THAT MINIMUMS ARE REQUIRED TO KEEP POULTRY COMFORTABLE IN TRANSIT

**SMALL ORDER CHARGES** ADD \$8 for each age group with a quantity of less than 10

**AGE GROUPS** Day Olds & Ready to Lay

**QUANTITY FOR PRICING** Total birds of ONE breed  
(Eg. If ordering 50 WR Pullets + 50 WR Cockerels; use price for 100)

**SHIPPING CHARGES** Extra and subject to HST

**BEAK TRIMS** Available by request at 12¢ per chick  
(Chicks only, and not recommended for White Rocks)

1. Customers will be charged a \$100 refundable deposit for each chicken crate. This deposit will be held until crates have been returned. If the crate isn't returned within 7 days, the deposit will become non-refundable. Alternatively, customers can buy a new crate for \$80 or a used crate for \$65.
2. No orders will be sent to Frey's until the customer has signed the invoice and chick order policy.
3. Customers must initial each line on their invoice, as well as sign at the bottom.
4. Existing orders cannot be changed, any changes will result in a new order. Orders are picked based on customer signed invoices and MB has no control over orders once they are submitted to Frey's Hatchery.
5. Orders may be cancelled up to 1 week before delivery with a full refund. After that point, any cancelled orders would not be refundable.
6. Orders must be paid in full when the order is placed.
7. MB will make a courtesy phone call 1-3 days before birds arrive to anyone with a confirmed order. However, the customer is *still responsible for pick up on their date of delivery if the call or message is not received.*
8. All orders must be picked up on the day of delivery; any order not picked up by closing may be sold to someone else. Refunds will not be given to those who neglect to pick up birds.
9. Due to the different surroundings each animal encounters after pick up, MB is not responsible for loss once the birds leave the premises.
10. No orders can be placed after Thursday at close for the following chick day.
11. No additional discounts can be applied to the sale of chicks. (I.e Employee discounts, Save 20% off purchase coupons).
12. In the event the Canadian Food Inspection Agency (CFIA) prohibits MBCL stores from distributing birds to customers living at a particular address or in a particular zone due to avian influenza quarantine—customers will be contacted to choose a refund or potentially a different distribution location.

Stock is very limited this year, and as such, we recommend not waiting to place an order. We also cannot guarantee any orders until we receive confirmation from Frey's Hatchery. Orders that cannot be fulfilled by Frey's orders will be refunded.

**No refunds will be given on any chick waterers or feeders due to biosecurity requirements.  
All waterers and feeders are final sale.**

Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_