

# Bisley Birds 7-Day Health Guarantee

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At Bisley Birds, we take pride in raising happy, healthy hens – and we want you to feel confident taking them home.

All of our point-of-lay hens are at least 16 weeks old and come to you in tip-top shape. They're some of the most comprehensively vaccinated birds in the UK, and they've also been blood tested for extra peace of mind.

We will never send a bird out unless she's fit and well.

That said – hens are living creatures and moving to a new home is a big adjustment. So, we offer a 7-day health guarantee from the day you collect your girls. If you're worried about anything at all, please get in touch straight away – we're always happy to help.

Important:

All hens must have access to a rehydration solution in their water for the first 7 days. This helps them bounce back from the stress of moving and supports their immune systems.

## If the worst happens...

In the very rare event that a hen passes away and you're seeking a refund, please do not dispose of the bird until you've spoken to us. In some cases, we may arrange a post-mortem to understand what happened.

## What the guarantee doesn't cover

As much as we'd love to cover everything, we can't extend this guarantee to:

- Hens lost to predators like foxes or dogs
- Hens that escape from their new home
- Behavioural issues (like pecking order squabbles)
- Any health problems that arise after the 7-day period

Once hens leave us, we no longer have control over their environment, diet, handling, or exposure to stress – all of which can affect their wellbeing.

Thank you for trusting us. We genuinely care about the welfare of every bird we sell – and we're here to support you every step of the way 🐣