

Superior Equine Sires 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 the 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 straws shattered during thawing, or a broken straw was discovered at the 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 facility where SES delivered it to another clinic or facility.
- c) It has been sold to a 3rd party.
- d) It has been in storage for more than one year.

SES donations

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