



## **ORDER CONFIRMATION/ ORDERING PROCEDURE** **Chilled Semen**

Thank you for your order, please read and check the below details carefully to ensure they are correct. IF NOT PLEASE NOTIFY US IMMEDIATELY TO ENSURE YOUR SEMEN GOES TO THE RIGHT PLACE!

Delivery post code:

Please note that 1 transport and health certificate is included within the Total Price you have paid. Each additional transport and health certificate beyond this will incur an additional charge.

### **To Arrange Delivery**

Once you are ready for the semen to be delivered, please telephone us on **01372 451617**, if you are using a vet practice/stud please ensure they have our details and ordering process. Please note that delivery requests must be made between 6.30am and 09.00am at the latest, the day before the semen is required. In July and August no orders will be taken after 9am.

From 19<sup>th</sup> July to 12<sup>th</sup> August 2010 the following number should be used, 0034 956 455 182. NO CHILLED SEMEN AFTER 12 AUGUST 2010.

Please DO NOT email or leave voicemail messages as these can be unreliable.

This enables government vets to have time to prepare the mandatory EU health certificates, which must accompany the semen. As the semen goes direct from the stud to your mare, it is your vets responsibility to ensure the correct papers are with the semen.

Chilled semen deliveries cannot be made on a Sunday, Monday or Bank Holidays due to transport companies being unable to deliver / collect on these days, so your vet needs to prepare your mare accordingly. Please see below for 2009 Bank Holidays. Saturday deliveries are possible to local depots, from Blue Hors stud only, there is an extra charge for Saturday deliveries and you must arrange for collection at a local depot.

Chilled semen is delivered by 24 hour courier from when it leaves the stud, and will usually arrive the day after dispatch. Although all shipments are on a pre 12 delivery schedule, some areas of the UK will take longer than others. If you prefer to collect from a depot please notify us. Delivery times are entirely dictated by what the couriers are able to do.

**Please note that the German stud season closes at the end of July, and the Dutch stud season closes at the end of August. Chilled semen cannot be sent after these deadlines.**

### **Bank & Public Holidays – chilled semen**

**UK Holidays – semen cannot be delivered (but can be ordered and sent if not a holiday in Europe) on these days:**

April 2 and 5, May 3 and 31, Aug 30

Semen cannot be sent (but can be delivered if not a holiday in UK) on these days:



**German Holidays** April 2 and 5, May 1, 13 and 24, June 3

**Dutch Holidays** April 2 and 5, May 5, 13 and 24, June 1

**Danish Holidays** 1,2, 5 30 April, 13 and 24 May, 5 June.

**Belgium Holidays** 2 and 5 April, 13 and 24 May, 21 Jul

Please do not hesitate to contact us at any stage with any queries or for further advice and information.

## **ORDER CONFIRMATION/ ORDERING PROCEDURE**

### **Frozen Semen**

Thank you for your order, please read and check the below details carefully to ensure they are correct. IF NOT PLEASE NOTIFY US IMMEDIATELY TO ENSURE YOUR SEMEN GOES TO THE RIGHT PLACE!

Delivery post code:

Please note that 1 transport and health certificate is included within the Total Price you have paid. Each additional transport and health certificate beyond this will incur an additional charge.

### **To Arrange Delivery**

Once you are ready for the semen to be delivered, please telephone us on **01372 451617, if you are using a vet practice/stud please ensure they have our details and ordering process and check they have a Nitrogen tank available to store your semen. It is also advisable to check if they insure your semen. From 19<sup>th</sup> July to 12<sup>th</sup> August 2009 the following number should be used, and no orders will be taken after 9am, 0034 956 455 182.**

Please DO NOT email or leave voicemail messages as these can be unreliable.

Please note that we require at least 48 hrs notice for the delivery of each dose of semen. Orders must be placed before 09.00 am for 48 hour delivery from the day of ordering. Deliveries are made Tuesday - Friday. Frozen semen cannot be sent or delivered on UK Bank Holidays (see above).

The semen is shipped in a vapour shipper. It is important that once this has been opened the semen must be placed in a liquid nitrogen storage tank, immediately or the semen may not be viable.

If the shipper is damaged in transport we will replace the semen provided we are notified within 12 hours of arrival, we will also require photographs and a written statement regarding the damage to the container. Failure to do this will negate our insurance and we will not supply replacement semen. Please ensure your vet/stud are aware of these terms. We do not guarantee to have replacement semen in stock

# Elite Stallions



Email: [info@elitestallions.co.uk](mailto:info@elitestallions.co.uk)

Please note that we strongly recommend early delivery for frozen semen, as the containers used to transport frozen semen can sometimes not be immediately available, and it may take a few days before the semen is dispatched.

Please do not hesitate to contact us at any stage with any queries or for further advice and information.