

Butterfly Care Instructions

Customer Responsibilities:

Please be aware that butterflies are living creatures and that it is the customer's responsibility to care for them between the time they arrive and the time that they are released. Please have someone at the destination address looking out for the Carrier. It is critical that the butterflies be brought inside as soon as they arrive. You will be e-mailed tracking information on your package on or before the date that we ship. Unless otherwise agreed packages are shipped via FedEx Overnight Priority to arrive the day before the event. As a general rule, most major cities have a 10:30 a.m. commitment time, surrounding areas have a NOON commitment time and rural America has a 4:30 p.m. commitment time. Please note that commitment times are not a point in time and that the Butterflies may be delivered any time prior to the commitment time.

While Carrier error is rare it does happen and it is up to the customer to notify ATCI immediately should a package be late or not arrive. To schedule a 2nd delivery attempt it is best for the customer to call FedEx directly as they are more familiar with the destination. FedEx can be called directly at 1 (800)GOFEDEX, that's 1(800)463-3339. Once you are connected keep repeating the word representative until they connect you with a breathing human being. FedEx is usually excellent at correcting problems. Be sure to get a case number before hanging up.

When you receive your butterflies:

Your butterflies have been packed to insure they can handle the bumps and thumps of shipping. You would have to be pretty harsh with the package to damage the butterflies inside. However, INSECT SPRAY will kill your butterflies. **Do not store them in an area that has been recently treated for insects. Do not use insect spray near your butterflies! Do not expose your butterflies to extreme heat. Do not leave them in the sun. Do not leave them in a parked car. Do not freeze your butterflies.**

- Check the package for any damage that may have occurred during shipping and let us know immediately if there is a problem. We will do what we can to make it right.
- Please open your cardboard box. Inside you will find a small Styrofoam cooler. Open the cooler and you will be able to see the box or envelopes containing your butterflies. Locate and remove the ice packs (sometimes the ice pack is located underneath a false bottom) and refreeze the ice pack in your freezer. You may use your own ice pack or frozen vegetables placed in a Ziploc bag to replace the ice pack if necessary. Exchange ice packs upon arrival then every morning and evening.
- While examining your butterflies you may notice a little bit of red or yellow liquid on or around your butterflies. This is not blood, but residue from their supplemental diet. It is nothing to worry about.
- Be sure to replace the lid of the Styrofoam box every time you walk away from it. THIS IS IMPORTANT! Your butterflies need to be kept cool and dark so they sleep while in the box. If your release is taking place more than 2 days after you receive your butterflies, feeding may be required.

The Day of your Event:

Remember, Monarch Butterflies cannot fly when their body temperature is below 60°F. Don't forget to remove that ice pack and bring the butterflies up to room temperature about an hour before the release. If it is going to be raining the day of your event, you will need to make sure to wait until it is not raining to do the release. In nature, butterflies survive through thunderstorms and severe weather; The rain will not kill or harm the butterflies. However, the butterflies cannot fly in the rain.

How to use an Accordion (Instant) Butterfly Release Box:

It is critical that the butterflies be a minimum of 65° when attempting an accordion or instant release.

To open the accordion Butterfly Release Box: Simply lift the lid and pull the internal ribbon out smoothly. As the folds pull straight the butterflies will be freed.

When transferring the butterflies:

I suggest that you use the smallest room available to make the transfer. If one escapes he will head upwards and towards light.

Hands on transfer technique: One by one remove the butterflies from their envelopes and place them into the release box; Gently pinch their wings together, then wings (and fingers) first slide them past the tulle/cloth/paper and into the box.

Envelope transfer technique: Open the flap of the envelope. Slide the opened envelope through the slit in the tulle/cloth/paper and gently jiggle to encourage the butterfly to fly out. Slide the empty envelope back out.

If you are having difficulty you may want to place the butterflies into the fridge for a few minutes. This will slow down their metabolism and make them easier to transfer.

How to use a Butterfly Display Cage:

Simply load the butterflies through the small front door and release them by opening the top. It is a good idea to practice opening the top before you place the butterflies into the cage. Once the butterflies are in the cage mist the butterflies and netting with water so that the butterflies can have a drink.

When using a MASS RELEASE Box, do not force the butterflies by turning the release box upside down. Allow the butterflies to fly up and out.

Enjoy your Butterfly Release!
PROTECT YOUR BUTTERFLIES FROM HEAT AT ALL TIMES.
DO NOT PLACE YOUR BUTTERFLIES IN DIRECT SUN.

*Important note to Customers: If for any reason some of your butterflies arrive dead or are dead at the time of release, you may return them within 15 days of receipt for a prorated refund per butterfly. Any overage given will be deducted from the refund total. Please note, the BUTTERFLIES must be returned in order to receive a refund. Please return via standard USPS mail to: Added Touch Celebration, Inc. * 6100 Southern Road South * West Palm Beach, FL 33415.*