

## Receiving Livefoods During Cold Weather

During cold weather we make every effort to ensure that your livefood arrives in healthy condition. We use varying packing methods, dependent on weather severity, including: Heat packs, insulation inside the outer cartons or automatic upgrade of delivery service.

Despite our efforts your livefood will often arrive looking as if it is dead. To bring your livefood around it is essential that you carefully follow the instructions below.

Upon receipt of your livefoods you should:

- Unpack the outer boxes immediately.
- Lay out all pre-packs for air circulation.
- Place pre-packs in a warm, dry room (15-25°C).
- Do not apply external heat to cold livefoods. eg. Heat pads/strips, in warm vivaria, shine lights on them, etc. This is important. Trying to warm livefoods too quickly will kill them.
- For bagged, bulk quantities, hold the bag horizontally and gently “shuffle” spreading the cold insects. Then leave horizontally to recover slowly in a warm room.

- Full recovery may take up to 4 hours so please allow your insects plenty of time.



99% of livefoods will recover fully providing they are treated correctly upon arrival. Should you have any problems or questions then please do not hesitate to contact us.