



Live Feeder Delivery Guarantee Policy

Big Apple Herpetological, Inc. always guarantees live delivery when the following conditions are met:

- When you have received the shipment directly from the shipper and have not allowed the shipment to stay outdoors (i.e. on your porch)
- That you accept each order as you cannot always determine their condition by outside appearance
- That you understand that roaches go into hibernation at below 55 degrees and you allow cold weather shipments three hours to warm up at room temperature before passing judgment on their condition

If there is a problem with your order after allowing proper warm up time or there is damage with shortages then we **MUST** be notified (call or e-mail) by the next business day for replacements to be made.

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Cricket Care

Storage

Remove the crickets from the shipping box as soon as you get them. Keep the egg crates or partitions from within the shipping boxes to use within your own cricket container. These egg crates provide a climbing area for the crickets, allowing them to spread out, de-stress, and enjoy their new home. You can use Big Apple's throwaway cardboard tubes to make it easier to catch the crickets for feeding. Crickets 1/2" and larger need to be kept in an 18-20 gallon container that is at least 15" tall. You'll need a container that's slick enough on the inside to prevent the crickets from climbing out. Also, crickets require a good amount of ventilation. If you use plastic tubs or aquariums as a cricket enclosure, don't use a lid. Remove any potato used in the shipping box. Crickets don't need bedding material; using it can actually harm their health and life span.

Ideal Temperature

The ideal temperature range is between 70-75 degrees F. Avoid temperatures above 80 degrees and below 65 degrees F. The cricket container should never be exposed to high humidity, direct sunlight, or cold drafts. Keep the container dry, and provide plenty of ventilation. Crickets shipped during cold weather might arrive looking dead; just release them into the container and allow them 3-4 hours to warm up. Cold temperatures can cause them to become dormant, but a few hours at room temperature usually perks them right up.

Food and Water

Always make fresh Cricket Food and Water available in shallow containers (like our Cricket Bites). Keep no more than a two-day supply in the container at any time, replacing the supply of food and water every two days. Following this rule will decrease your cricket mortality rate. Never mix the Dry Food and Water together. Avoid fruits, vegetables, or a bowl of water, which can cause bacteria growth, increased mortality, and a bad smell.

Cleaning

Keeping the cricket container clean will ensure a longer, healthier life for your crickets. To clean the container, remove any dead crickets, shed skins, and waste material. Wash the container out with hot water (you can also use Quat Plus solution from our online cleaning section) between cricket shipments. Thoroughly rinse the container and allow it to dry before adding a new batch of crickets. Never expose your crickets or cricket container to any kind of pesticides.

Fruit Fly Care

Storage

Big Apple fruit flies can be stored in the plastic tubes they're shipped in. Simply remove the plastic cap to improve airflow into the vial. You can then remove the foam plugs when you want to dispense flies.

Ideal Temperature

Flies should be kept at or near room temperature. Although the temperature is not critical, cool temperature will slow fly production and warm temperatures will result in bacteria and mold growth in the medium.

Reproducing

Keep at least half of the flies in the vial for reproduction purposes for several days after you receive them. In most cases, several generations of flies will be produced over the five to six weeks that the medium will last. At room temperature, *Drosophila melanogaster* will complete a life cycle in 12 to 15 days. It takes about 25 days for *Hydei sturdivant*.

Standard and Giant Mealworm Care

Storage & Ideal Temperature

Mealworms purchased in cups should be stored in the refrigerator (a range of 42-55 degrees F). Mealworms purchased in bulk require a bit of prep work before they're stored in the refrigerator. Bulk mealworms are shipped in a box containing egg crates. The worms need to be transferred into a plastic container (the quantity of worms determines the size of your container). If your container has a lid, it will need several aeration holes. Fill the container with about 1" of mealworm bedding, add the worms, and then layer another 1" of bedding on top.

Maintenance

Mealworms can be kept in the refrigerator for up to two weeks with very little maintenance. After two weeks, the mealworms should be removed from the refrigerator, and a small amount of Cricket Bites should be added to the top of the bedding. Allow the mealworms to stay at room temperature for about 24 hours. This will allow them enough time to "wake up" and become more active so that they can consume food and water. The mealworm bedding is their food source. After the 24 hours have passed, remove any remaining Cricket Bites and place the worms back in the refrigerator. Repeat this process on a two-week schedule.

Superworm Care

Storage and Ideal Temperature

Superworms are tropical insects that require warmer temperatures than standard/giant mealworms. Superworms' ideal temperature range is 70-80 degrees F. Cupped superworms can be stored in the cups for up to two weeks. Bulk superworms will be shipped in a box with egg crate. Store your superworms in a plastic container between two layers of mealworm bedding (2" on bottom and 1/2" on top). Good container guidelines for a superworm container include dimensions about twice that of a shoebox, at least six inches tall, without a lid, and of sturdy plastic construction. (Small cat pans usually work well.)

Maintenance

Add a small amount of Cricket Bites every other day to provide moisture for the worms. Depending on the quantity of superworms, fresh bedding should be added every week to two weeks to maintain the 2-1/2" layers. Plan on completely replacing the bedding every three to four weeks.

Waxworm Care

Storage and Ideal Temperature

Big Apple waxworms can be stored for two to three weeks if kept at 55 degrees F. This is the ideal temperature for waxworms; however, most refrigerators are a little colder than this. Often, the butter tray on the door of your refrigerator is the best place to find this ideal temperature. It's better to keep waxworms at room temp with low humidity than it is to store them in a refrigerator that is colder than 40 degrees F in its warmest area. Cupped waxworms should be stored in their cup.

Maintenance

The waxworms you received have entered a stage in their life cycle where they no longer consume food. They are living off the fat supplies in their bodies. This means you'll see them growing smaller the longer you keep them. Always remove any dead (black) wax worms from the container. Again, It's extremely important that wax worms be stored in low humidity.

Canadian Nightcrawler Care

Big Apple Canadian Night Crawlers are extremely easy to keep under the correct conditions. A healthy Night Crawler should be stored in high quality potting soil at approximately 38°F (i.e. refrigerator). If keeping the Night crawlers for an extended time you should replace the topsoil every 21 days. We ship Night Crawlers with a minimum amount of topsoil to reduce the shipping weight. Fresh topsoil should be added after you receive the shipment.

Night crawlers can be stored in a large plastic container with no lid. The container should be tall enough to prevent the worms from crawling out of the top. A trick to keeping the Night Crawlers in the soil is to use a light, but do not use any lights that produce heat. Spreading some Cricket Bites (available under our foods section) on top of the soil will also help to keep Night crawlers healthy for an extended amount of time.

Shipping Night crawlers in the summer is tricky due to the heat. Nothing will kill a Night Crawler faster than direct sunlight or warm temperatures. We carefully pack all Night Crawlers, ship them overnight, and pack them in a cooler with an ice pack if they will experience warm temperatures during shipping (temperatures above 60°F).

Red Worm Care

Red Worms (Aka. Earthworms) are a small, thin worm that is a favorite of fisherman. However, our red worms are raised on a commercial worm food diet making them a safe and excellent food source for anyone feeding pets (amphibians & small reptiles). Many red worm growers will raise them on animal droppings. We can assure you that this will never happen at our facility!

Red Worms should be stored between 60°F - 72°F. They can tolerate warmer temperatures but not for extended time periods. The warmer the temperature, the faster they will consume their bedding.

Red Worms are packed in a peat moss like material and should last in the cup for several weeks. When shipping in the winter, they will have a heat pack included to protect them from freezing. Shipping in the summer is not a problem as we always ship them so they arrive at their destination within 2 shipping days.