

# Live Arrival Guarantee

Given the high quality of fish shipped and special care taken to pack safely for transit for 20 to 24hours, losses are very seldom experienced in shipping.

## **The following terms and conditions apply to our guarantee:**

We guarantee live arrival on UPS shipments sent and delivered as Next Day Air Delivery option '10:30 AM' ('12:00pm' in some extended service regions) provided the package is not subject to claim via mishandling by the carrier. Damaged packages must be filed by the customer at time of delivery with the delivery driver from UPS. (only the receiver can file a damage claim)

When a shipping label is created in our UPS system you (and I) instantly receive an email notification with your packages tracking number. You will receive additional emails from UPS throughout your packages transit time as it gets scanned at each hub or destination. It is your responsibility to check the tracking number for delivery times and to be available to accept physical delivery of your live animal(s).

In the event that the fish you have ordered are delivered on time and are dead on arrival (DOA) and all procedures to file the claim are followed correctly I will gladly replace(free of charge) or issue you a credit on your purchase if the species are no longer in stock. Any credit will be awarded on your next order.

In the event that are delivered exceptionally late (as in the next day or later) and are DOA I will also will gladly replace the fish or issue you a credit on your purchase if the species are no longer in stock. Again, any credit will be awarded on your next order. However, shipping is not covered under this circumstance. You will have to file a claim as the recipient with UPS as the receiver of a late package. Any shipping charges for the replacements are to be paid by the client.

The fish must be dead. Dead on arrival means it is dead in the bag when you open the shipping container. Breathing heavily, inactive or not moving, pale, “looking dead” etc. do not count as dead on arrival. Even if the fish appear to be almost deceased, you must attempt to acclimate it. Stress caused by shipping can often cause fish to appear lifeless in their bags, but they may be revived by proper acclimation techniques. Some species travel better than others. If they are breathing when they arrive it is highly likely they can be revived. ([see our recommended acclimation procedure page](#))

Any claims must be reported within **1 hour of receipt**. Receipt is determined at time of delivery as documented electronically by the UPS delivery scan. This is why it is imperative that you are physically able to receive the package when it is delivered. The delivery scan must be at its original destination. In the event the destination was changed or forwarded after shipment this typically delays delivery or can add an extra day of transit time thus voiding the guarantee. Any claims due to packages being left outside for extended periods of time in extreme weather are void (temperatures greater than 90f degrees or lower than 40f).

After 1 hour of delivery and/or once the fish have been in a client’s aquarium, we will not be responsible for death of fish, as these circumstances are beyond our control and have too many variables to consider (time left in box(s), acclimation procedures, water chemistry, existing tankmates, etc.)

Claims must be accompanied by clear digital photographic and video documentation. Photographic and video documentation of the perished fish must include the dead fish in the original closed bag, an additional photo and video of it out of water and on top of the bag it was delivered in accompanied by a photo of the UPS tracking label on the outside of the box. This method is **non negotiable**.