

## **Shipping Policy - Fishchick Aquatics**

### **DOA (Dead On Arrival) Policy for Shipped fish**

While we take great care in preparing and shipping fish, sometimes the stress of transport is too great. We are willing to refund the cost of any fish that arrives dead in the bag –subject to the following terms and conditions.

You **MUST** provide your **FULL CORRECT** address and contact phone number every time you purchase. **Items sent by courier without a phone number are NOT COVERED FOR ANY DOA or LOSS.**

**We do not refund unless a photo is provided. Stolen shipments are not covered. If you cannot be home to take delivery, please arrange an alternative address.**

A tracking number will be sent on the evening the fish are shipped out. You must use this to keep an eye on when the fish will be delivered and to note if there are any issues. **DO NOT** leave checking the tracking until days later!

If your fish arrives DOA will we refund the cost of the fish only. Shipping is non-refundable.

Payments by direct deposit will be refunded to your account. Please provide bank account details. Paypal payments will be reversed. Refund amount will be the cost of the fish as if it was purchased separately, regardless if it is part of a pair or trio.

**If your fish arrive sick or weak you must notify us of their condition within 24 hrs.**

**Notifications after this time will not be considered for any subsequent DOA claim.**

Please accurately describe the symptoms, including water parameters (precise measurements), so a diagnosis may be made.

If you do not know the ideal water conditions for the fish you are receiving please ASK or do some research. **If you do not know how to CORRECTLY un-bag fish, please ASK.**

Adjust your water to the requirements of the fish – not the other way around!

### **QUARANTINE ALL NEW ARRIVALS**

General shipping info: All fish are double bagged. Goldfish, guppies and large fighters or wild bettas are inflated with pure oxygen. We add some form of shipping aid to the water eg stressguard/stresscoat, ammolock. During cold months a heatpack is added to the box. Halfmoon Males may be shipped lightly sedated in an effort to prevent them chewing their fins during shipping. This means they are often a little groggy on arrival. Do not panic. Just allow the fish to recover in his tank. Regardless of if they are sedated or not, it can take fish a day or 2 to recover from shipping. **DO NOT FEED** fish on the day of arrival. It takes time for the gut microflora to re-establish. Most imported fish are accustomed to live food. They may refuse pellets. Vary the diet to see what they will accept. Feed lightly for the first couple of days.

**We would appreciate if you could advise us of any adverse weather conditions, road closures, natural disasters, local public holidays etc that may affect the safe shipping of your fish.**

We reserve the right to refuse to ship fish during periods of extreme weather or times of natural disasters.

During cold/hot weather we add heat packs/ice packs at no extra cost.

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**We CANNOT guarantee an exact shipping or arrival date.** You will be notified by email with

a tracking number once the fish have been shipped. We ship out Mon-Wed. Those packages with the longest travel time will be shipped out first. It is not always possible to send fish on an assigned day.

**NB: There is NO guarantee that estimated arrival times will be met.**

**Covid-19 border restrictions have greatly reduced the number of available flights.**

Post can be delayed, airport workers go on strike, natural disasters, accidents and breakdowns can stop road transport. Arrival days are “best-case scenario” ONLY. Please make alternative arrangements if you cannot take possession of your shipment on other days. If you take time off work, or arrange for someone to be home to receive the delivery, be aware that it may not arrive on that day.

PLEASE NOTE Re Bettas: we are not responsible for fish that arrive with chewed or damaged tails, fish that will not eat or breed for you, or generally fail to thrive after they arrive.

All fish are in good health at time of shipment.

**ANY BETTA WITH THE MARBLE GENE WILL CHANGE COLOUR AND PATTERN OVER TIME.**

White, gold, yellow and cellophane colours also change over time.

**\*\*If you arrange payment for shipping you are deemed to have agreed to these terms and conditions \*\***

**\*If you are under 18 year of age you must have your parent's permission before purchasing\***

Policy as at July 2020

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