

As at March 2019

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 shipped without a phone number are NOT COVERED FOR ANY DOA or LOSS.

A tracking number will be sent on the evening they 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!

Fastway Road Couriers

Fastway deliver door to door and require a signature on receipt. If you are not there to sign, they will leave the box. We do not cover any loss or theft of items left

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without a signature. If you cannot be home, arrange to have the box sent to a friend, relative or your work.

Any DOA must be photographed in the bag within 3 hrs of receipt of delivery (when you sign for the fish or when it is left) Photos must be forwarded to 0431167315 or jodi@fishchick.com.au within **3 hrs of receipt** of fish.

It is your responsibility to contact Fastway in your area to find out when the driver will be in your street.

Go to <https://www.fastway.com.au/courier-locator/>

If you have not received the fish by the expected time, you must call the courier and find out what is

happening. Fastway depots close at 5pm. Please do not wait until 5pm to try and track down a shipment!

Not all areas can be serviced by courier. When sending livestock, Fastway couriers will **not** be considered for routes with travel time **over 2 days**.

Dry goods and accessories are acceptable.

Pricing: Blue Zone - \$18, Lime Zone - \$20, Red Zone - \$25, Orange Zone - \$35

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TOLL

Most shipments by TOLL are overnight.

If you are not there to receive the box will be left on your doorstep.

<https://online.toll.com.au/trackandtrace/>

Conditions as per Fastway above.

Pricing: 1kg satchel - \$25, 3kg satchel \$28, 5kg satchel \$40

Items left without a signature are not covered for theft or loss.

Couriered items are fully tracked. Lost or misdirected items are generally recovered without issue.

For remote areas:

Shipping by Australia post is possible. This method is used for areas not covered by courier etc. This method seldom presents any issues. However, we offer no guarantee for fish OTHER THAN BETTAS that are shipped by this method. All stock sent through the post are at the buyers' risk.

We offer live arrival on all Bettas for shipping times under 2 days ONLY.

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As per other methods, DOA must be photographed and forwarded to us within 3 hours of delivery.

Items left without signature (optional extra of \$3) will not be covered for theft, loss or delivery errors.

Cost guide:

\$18 by express post

up to 3 small/medium bettas

or 1 trio of guppies

or 2 Giant bettas (short distance)

(Summer only, for winter, only 2 bettas and guppies need to move to the next cost level)

\$21 by express post = 1kg satchel

up to 4 small/medium bettas

or 2 Giant bettas (long distance)

or 5-6 guppies

\$25 by express post = 3kg satchel

As per 1 kg plus

1 bag leaves

or 2-4 potted plants (depends on size)

or several accessories (depends on size) such as a tin of BSE or scoop etc

\$35 by express post = 5kg Satchel

up to 32 guppies

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up to 20 medium bettas

up to 25 medium and small bettas

Up to 10 giant bettas

or a combination of fish and plants/accessories

Shipments containing no live fish, plants or

cultures: up to 500g = \$8 standard post, \$12 express post, 3kg satchel = \$17

Refunds

If all fish in a shipment arrive DOA we will refund the cost of the fish and the shipping. If not all fish are DOA we will refund the cost of the DOA fish only.

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.

Replacement stock shipped at buyer's expense. The decision to refund or replace is at the sole discretion of Fishchick Aquatics. If you elect to have a replacement shipped and then change your mind you will not be entitled to any refunds.

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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

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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.

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

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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.

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.

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Goldfish can also change colour. Please use fin shape etc as identification before accusing us of sending you the wrong fish.

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

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

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