

## PicKFish Pets Return Policy and Guarantees

### Return Policy

Due to the specialized nature of packing and shipping live fish, we cannot accept any returns of **LIVE** fish. **All sales are final.** However, we want our customers to be satisfied with their purchases. If you experience any issues with your order, please contact us immediately after receiving your shipment.

### LIVE DELIVERY GUARENTEE

We guarantee live delivery of all fish and plants. If your fish arrive dead or die within the first 48 hours of receiving them with no fault from the customer, we will refund the sale or issue a store credit at your discretion. If the fish dies shortly after the 48-hour window and it is not the fault of the customer, we will provide store credit (shipping not included.)

### Lost or Damaged Shipments Guarantee

If your shipment is lost or the entire shipment is dead on arrival, we will send a replacement at no charge to the customer.

To qualify for all of these guarantees, you must contact us immediately and provide us with photos of the dead fish and the shipping box if it is damaged. Please note that these guarantees will be voided if you do not follow the necessary steps, including contacting us and providing photos as instructed.

### **DO NOT THOW THE DEAD FISH AWAY!!!**

**In the case that we feel the photos aren't conclusive proof of the fish's demise and reason for demise, it is very possible that we will have you send the fish back to us (at our expense of course) for proof of reimbursement.** Please keep the fish in a freezer safe ziplock back in the freezer until instructed to do otherwise. This may be necessary for us to verify the issue and process your request for a refund or store credit.

**We appreciate your business and want you to have a positive experience with us. Please feel free to contact us at [info@pickfishpets.com](mailto:info@pickfishpets.com) with any questions or concerns; or call us at 908-688-9861 during normal business hours (EST time) for any inquires.**

**We thank you for your understanding and look forward to building a long lasting relationship with you for many years to come.**

**Sincerely,**

**Mike Pantina**

**Owner - PicKFish, LLC**