# PicKFish Pets Return Policy & Livestock Shipping Guarantees

At PicKFish Pets, we take great pride in the health and quality of the fish, invertebrates, and plants we offer. As passionate aquarists ourselves, we understand the excitement of adding something new to your aquarium and the importance of receiving healthy livestock.

Every live animal and plant is carefully inspected, packed, and shipped with its health and well-being as our top priority. While shipping live animals and plants involves certain risks, we are committed to providing our customers with the best possible experience and standing behind the livestock we sell.

We offer both Overnight and 2-Day Shipping options to provide customers with flexibility when choosing the shipping method that best suits their needs and budget. Because longer transit times can increase stress and the risk of complications, our guarantees differ depending on the shipping method selected.

**Please review the following policies carefully before placing your order.**

## 1. General Return Policy

Due to the specialized nature of handling, packing, and shipping live fish, invertebrates, and aquatic plants, **we cannot accept returns of live livestock. All livestock sales are final**, subject to the guarantees outlined below and applicable consumer protection laws.

Customer satisfaction is extremely important to us. If you experience any issues with your order, please contact us immediately so we can work toward a fair and reasonable resolution.

## 2. Overnight Shipping — Full Livestock Guarantee

Overnight Shipping is our recommended method for transporting live aquatic animals and plants. By minimizing transit time, we reduce the risks associated with shipping stress, temperature fluctuations, and extended periods inside shipping containers.

Customers selecting Overnight Shipping receive our most comprehensive livestock protection.

### Live Arrival & 48-Hour Guarantee

We guarantee the live arrival of all qualifying fish, invertebrates, and aquatic plants shipped via Overnight Shipping.

If livestock arrives deceased (Dead on Arrival, or DOA), or dies within **48 hours of confirmed delivery through no fault of the customer**, the customer may choose between:

- A refund equal to the purchase price of the affected livestock.
- Store credit equal to the purchase price of the affected livestock.

Shipping charges are nonrefundable for individual livestock losses, except where required by applicable law.

All claims must meet the reporting, documentation, and verification requirements outlined in this policy.

**Our standard livestock guarantee expires 48 hours after confirmed delivery.** Losses occurring after this period are not covered by our voluntary guarantee.

PicKFish Pets may, at its discretion, offer a goodwill resolution outside the guarantee period. Such accommodations are not guaranteed and do not establish an extended coverage period.

## 3. 2-Day Shipping — Limited Live Arrival Guarantee

At PicKFish Pets, we recognize that shipping live animals can be expensive. To help make online livestock purchases more affordable, we offer 2-Day Shipping as a lower-cost alternative to Overnight Shipping.

Although we use appropriate packing materials and take every reasonable precaution to protect livestock during transit, spending additional time in shipping containers can increase stress, exposure to temperature changes, and the possibility of delayed health complications.

**By selecting 2-Day Shipping, customers acknowledge and accept the additional risks associated with extended transit times in exchange for reduced shipping costs.**

For this reason, 2-Day Shipping carries a more limited voluntary guarantee.

### Dead on Arrival (DOA) Coverage

If an individual fish, invertebrate, or aquatic plant arrives deceased or nonviable, PicKFish Pets will issue **store credit equal to the purchase price of the affected livestock**, provided all claim requirements are satisfied.

Store credit is the standard remedy under our voluntary 2-Day Shipping DOA guarantee. Where applicable law requires a refund or another remedy, those legal requirements will apply.

Shipping charges are nonrefundable for individual livestock losses, except where required by law.

### No Extended Survival Guarantee

Our 2-Day Shipping guarantee covers verified DOA losses only.

Livestock that arrives alive is not eligible for reimbursement, store credit, or replacement under our voluntary guarantee if it subsequently becomes ill or dies after delivery.

This includes losses occurring within the first 48 hours after delivery.

Because longer shipping times can increase the risk of delayed complications, customers selecting 2-Day Shipping accept these additional risks, subject to their applicable legal rights.

**For the greatest protection and to minimize shipping-related stress, PicKFish Pets strongly recommends Overnight Shipping for all live aquatic animals.**

## 4. Shipping Method Availability & Restrictions

At PicKFish Pets, the health and safety of our livestock always come first.

While most of our fish, invertebrates, and aquatic plants are eligible for both Overnight and 2-Day Shipping, certain species may be restricted to Overnight Shipping due to their sensitivity, special handling requirements, or increased risk associated with extended transit times.

Shipping options are determined by PicKFish Pets and will be displayed during the ordering process. If 2-Day Shipping is not available for a particular item, Overnight Shipping will be required.

PicKFish Pets reserves the right to restrict shipping methods for individual species or orders when necessary to protect the health and well-being of our livestock.

## 5. Lost Shipments & Complete Shipment Losses

We understand how disappointing it can be when an entire shipment is lost or arrives deceased. PicKFish Pets offers the following protections based on the shipping method selected.

**Overnight Shipping**

If a shipment is confirmed lost in transit or the entire livestock shipment arrives deceased, PicKFish Pets will arrange for a replacement shipment at **no additional charge to the customer**, including replacement shipping costs.

Replacement shipments are subject to livestock availability. If the original livestock is unavailable, we will work with the customer to arrange a suitable replacement or alternative resolution.

Where replacement is unavailable, cannot be completed within a reasonable time, or a refund is required by applicable law, PicKFish Pets will provide the appropriate refund or other legally required remedy.

**2-Day Shipping**

If a shipment is confirmed lost by the shipping carrier, PicKFish Pets will arrange for a replacement shipment at no additional charge to the customer, including shipping costs.

If replacement is unavailable, cannot be completed within a reasonable time, or a refund is otherwise required by law, the appropriate refund or other legally required remedy will be provided.

However, if a 2-Day shipment is successfully delivered and **all livestock arrives deceased**, the standard remedy under our voluntary guarantee is store credit equal to the purchase price of the affected livestock.

Original shipping charges are nonrefundable under this voluntary guarantee, and customers wishing to place a replacement order using their store credit will be responsible for the cost of shipping the replacement livestock.

These limitations do not apply where applicable law requires a different remedy.

All claims are subject to the documentation and verification requirements outlined below.

## 6. Customer Responsibility for Receiving Shipments

All customers are provided with shipping confirmation and tracking information once their order has been shipped.

Because live fish, invertebrates, and aquatic plants are sensitive to temperature fluctuations and extended exposure to shipping conditions, **customers are responsible for monitoring their tracking information and making arrangements to receive their shipment promptly upon delivery.**

Customers should be available on their scheduled delivery date and bring their livestock indoors immediately upon arrival.

PicKFish Pets is not responsible under its voluntary livestock guarantees for losses caused by packages being left unattended after proper delivery, delayed retrieval, missed delivery attempts attributable to the customer, or failure to make appropriate arrangements to receive a shipment.

Our voluntary guarantees may be voided when a customer fails to receive or retrieve a properly delivered package in a timely manner.

Reported delivery errors, incorrect delivery locations, or other carrier-related issues will be reviewed individually. A delivery scan alone does not automatically establish that a package was delivered to the correct address.

These provisions are subject to applicable law.

## 7. Guarantee Requirements & Claims Process

To qualify for any of our voluntary livestock guarantees, customers must follow the procedures below.

Failure to comply with these requirements may result in the denial of a voluntary guarantee claim, subject to applicable law.

### Step 1: Contact PicKFish Pets Immediately

If livestock arrives deceased, appears seriously distressed, or dies during an applicable guarantee period, customers must notify PicKFish Pets as soon as the issue is discovered.

For DOA claims, notification must be made on the day of delivery.

For losses occurring within the Overnight Shipping 48-hour guarantee period, notification must be made promptly after discovering the loss and within the applicable guarantee period.

Customers may contact us by email or telephone. We strongly recommend email for time-sensitive claims, as it provides a written record of the notification.

### Step 2: Provide Clear Photographic Evidence

Customers must provide clear, identifiable photographs showing:

- The deceased animal or affected livestock.
- The original shipping bag or container, when available.
- The shipping box and packaging if there is visible damage.
- Any other relevant conditions that may have contributed to the loss.

Photographs must be clear enough for PicKFish Pets to reasonably verify the claim.

Additional photographs or information may be requested when necessary.

### Step 3: Do Not Dispose of Deceased Livestock

**IMPORTANT: DO NOT THROW AWAY DECEASED FISH OR INVERTEBRATES UNTIL INSTRUCTED TO DO SO BY PICKFISH PETS.**

In certain situations, photographs alone may not provide sufficient evidence to determine the cause of death or verify a claim.

PicKFish Pets may request that deceased livestock be returned for further examination and verification.

Customers must place deceased fish or invertebrates in a sealed, freezer-safe plastic bag and store them in the freezer until instructed otherwise by PicKFish Pets.

If we require deceased livestock to be returned, **PicKFish Pets will cover all authorized return shipping expenses** and provide instructions consistent with applicable shipping requirements.

Do not ship deceased livestock back to us without prior authorization.

Failure to retain deceased livestock may affect our ability to verify a claim and may result in denial of voluntary guarantee coverage when the missing evidence is reasonably necessary to determine eligibility.

### Step 4: Provide Additional Information if Requested

Depending on the circumstances surrounding a livestock loss, PicKFish Pets may request additional information, including:

- Aquarium water parameters, including ammonia, nitrite, nitrate, pH, and temperature.

- Details of the acclimation process.
- Information regarding aquarium size, filtration, and tankmates.
- Photographs or videos of the aquarium.
- Other information reasonably necessary to determine the circumstances of the loss.

These details help us assess whether the loss was related to shipping, preexisting health concerns, or aquarium conditions after delivery.

## 8. Conditions That May Void Our Guarantees

Our voluntary guarantees are designed to protect customers from qualifying livestock losses beyond their control.

However, voluntary guarantee coverage may be denied under the following circumstances:

- Failure to report deceased livestock within the required notification period.
- Failure to provide reasonably requested photographs or documentation necessary to verify a claim.
- Disposal of deceased livestock before authorization when preservation was reasonably necessary for verification.
- Improper acclimation or introduction into unsuitable aquarium conditions.
- Poor water quality, inappropriate temperatures, or inadequate filtration.
- Aggression, injury, or predation by incompatible tankmates.
- Improper handling, neglect, or other customer-related causes.
- Failure to provide information reasonably necessary to evaluate a claim.
- Failure to receive or retrieve a properly delivered shipment promptly when that delay contributed to the loss.

PicKFish Pets will review claims individually and determine eligibility based on the circumstances and supporting evidence.

Nothing in this section limits rights or remedies that cannot legally be waived.

## 9. Refunds, Store Credit & Replacement Shipments

### Refunds

Approved refunds will be issued to the original payment method whenever possible.

Refunds under our voluntary livestock guarantees generally cover the qualifying livestock purchase price. Original shipping charges are not included for individual livestock losses unless otherwise required by law.

When a full or partial refund is legally required, PicKFish Pets will provide the amount and method of reimbursement required by applicable law.

### Store Credit

Approved store credit will be issued for the qualifying livestock purchase price and may be applied toward future purchases from PicKFish Pets.

Unless otherwise specified, store credit does not include original shipping charges or cover shipping costs for future orders.

Store credit will not be substituted for a legally required monetary refund without the customer's agreement where such agreement is legally permitted.

**Replacement Shipments**

When a free replacement shipment is authorized under this policy, PicKFish Pets will cover the replacement livestock and applicable replacement shipping costs.

Replacement livestock is subject to availability. If the original species or variety is unavailable, we will work with the customer to arrange an appropriate alternative resolution.

## 10. Shipping Delays & Unfulfilled Orders

PicKFish Pets makes every effort to ship orders according to the shipping dates communicated to customers.

If we are unable to ship an order within the promised timeframe, we will notify the customer and provide the applicable options for accepting a revised shipping date or canceling the affected order for a refund, as required by law.

If an order cannot be fulfilled, we will provide a refund or another resolution agreed upon with the customer, consistent with applicable consumer protection requirements.

Shipping transit estimates and our livestock survival guarantees are separate from any legal obligations relating to order fulfillment, shipping delays, and cancellation rights.

## 11. Applicable Consumer Rights

The guarantees described in this policy are voluntary protections offered by PicKFish Pets and are subject to applicable federal and state consumer protection laws.

Nothing in this policy is intended to exclude, restrict, or waive consumer rights or legal remedies that cannot lawfully be limited.

Where an applicable law provides rights or remedies beyond those described in this policy, those legal requirements will take precedence.

## 12. Contact PicKFish Pets

If you have any questions, concerns, or issues with your order, please don't hesitate to reach out.

**Email:** **pickfishpets@gmail.com**

**Phone:** 908-276-3474

**Facebook:** PicKFish Pets

**Instagram:** @pickfishpets

Phone support is available during normal business hours (Eastern Time).

For time-sensitive livestock claims outside business hours, please email us immediately so that your notification is documented.

## 13. Our Commitment to Our Customers

At PicKFish Pets, we're more than just a retailer. We're passionate aquarists who genuinely care about the animals we sell and the people who bring them into their homes.

We understand that receiving a deceased animal or experiencing a loss shortly after delivery can be disappointing. Although shipping live animals carries unavoidable risks, we are committed to treating our customers fairly, evaluating concerns carefully, and working toward reasonable solutions.

Our goal is not simply to complete a sale, but to build lasting relationships with fellow hobbyists who share our passion for aquatic life.

We appreciate your business, your understanding, and the trust you place in PicKFish Pets.

Thank you for supporting our small business. We look forward to serving you for many years to come.

**Sincerely,**

**Mike Pantina**

Owner – PicKFish Pets

*From Wild Places to Living Spaces.*