

Life Oceanic, Inc. Store Policies.

Below is a list of our commonly requested policies. Life Oceanic, Inc. reserves the right to amend to or change these or other policies not listed here at any time. If you have any questions regarding a policy listed here or cannot find the answer to the question you have below, please contact us via email at sales@lifoceanic.com or by phone at (813) 649-1000.

Wrong or Missing Items

If your order has any discrepancy, including wrong or missing items, it should be reported to Life Oceanic, Inc. immediately at (813) 649-1000 or via email at sales@lifoceanic.com

Undeliverable Shipments

If a delivery is refused or undeliverable to the address provided by you on your order, you will be charged the actual amount of your order including shipping and brokerage fees incurred by Life Oceanic, Inc. Please be sure to have your order shipped to the correct address and that someone will be available to accept and sign for the shipment.

Cancellation Policy

Upon submitting your order through www.lifoceanic.com, you will receive a transaction number. In the event that you change your mind on your order and wish to have it cancelled, you must contact us at sales@lifoceanic.com no later than 10:00 a.m. EST the day following your order. You will receive a cancellation confirmation via email once your request has been processed. You may also call in your cancellation between 10:00 a.m. and 7:00 p.m. EST the day prior to your scheduled shipment. Once your order has processed and shipped it can no longer be canceled. We have no control or ability to cancel the order in transit. You will be responsible to receive the order. Orders that are refused **will not be credited back to your card** and our Live Order Guarantee will be revoked on refused orders. Canceling an order will result in a restocking fee of 20% of your order total.

Orders That Are Damaged In Transit

In the rare event that your purchase is damaged in transit by the carrier, you must immediately notify us at sales@lifeoceanic.com or by calling us at (813) 649-1000. A claim will be filed by Life Oceanic, Inc. with the carrier and your purchase will be replaced or refunded once the carrier substantiates the claim. **NEVER REFUSE THE SHIPMENT. Even if your shipment is damaged in transit by the carrier, accept the shipment and take pictures of the damage if possible. Please email the pictures to sales@lifeoceanic.com immediately. This will help in the expediting of the claim to the carrier.**

Return Policy

1. Internet Purchases - We do not allow the return of livestock, coral or other marine species. If you are not satisfied with the livestock when it arrives, please contact our customer service department at (800) 649-1000 or by email at sales@lifeoceanic.com
2. In Store Purchases - We do not allow the return of livestock, corals or other marine species to our store for marine environment issues. A store credit will be considered with a copy of your purchase receipt. If you are returning any hard good item with a receipt for refund, the method of the refund will be the same as the original payment method.
3. Special Orders - All special order items considered for a return and refund will be charged a 25% restocking fee.