

Live Delivery Guarantee

Life Oceanic, Inc offers a “Live Delivery” guarantee on fish, corals, inverts and live rock. Life Oceanic is confident in the stock that we sell to our customers. So much so that we offer a 5 day guarantee on our fish, clams, corals, inverts and live rock. We guarantee that your order will arrive alive and stay alive for at least 5 days after leaving our facilities. This guarantee is not available on certain species. If any livestock is not covered under our guarantee, it will be stated on the website next to the particular specimen.

We can extend this guarantee, because we only deal with the highest quality livestock, live rock and sand. Life Oceanic carefully packs every piece of livestock and each specimen is carefully inspected for health and quality prior to shipment. We use the best supplies and methods, for shipping livestock, available to the marine industry. This reduces the stress on the livestock and increases the survivability rate. We use trusted carriers to ensure that the most expedient method of shipping is at our disposal. If for any reason your livestock does not arrive alive or dies within 5 days of leaving our facility, Life Oceanic will replace it for FREE (plus shipping and handling).

In order for your livestock to qualify for the “Live Delivery Guarantee” the following conditions must be met.

1. The shipment must be accepted and signed for on the first delivery attempt. If the delivery is refused or no one is available to accept and sign for the delivery on the first delivery attempt, you will be responsible for the full cost of the shipment and the return freight charges. You must accept the delivery, even if it is damaged or late. (please click [here](#) to for further information on damaged deliveries) The carrier will not leave the shipment and it will not be delivered until the next business day if you are unavailable on the first delivery attempt.
2. If the climate that you are in is extremely cold or extremely warm at the time of shipment, you must purchase the heating or cooling packs to protect the livestock in transit. The heating and cooling packs are available at an additional charge of \$1.50 a piece per shipping box.
3. You must acclimate the new livestock per our acclimation procedure. You can find our acclimation procedure by clicking [here](#). During the shipping process the acids produced by the waste of the livestock alter the pH level of the water. The fish are also sedated for shipment to protect them. When you first receive your shipment, the fish may appear lifeless and or dead. Acclimating the fish appropriately will revive the fish. It will also reduce the stress and shock to the fish from the differences in the water it was transported in and the water in your tank.

4. Your water quality must be at certain levels for different species. Although it is understood that a fish only tank can tolerate higher chemical levels (such as Nitrate) reef tanks cannot. It is imperative that you understand the species you are adding to your tank. If ever in doubt, please contact us prior to ordering from our website. If a new species dies within the 5 day guarantee timeframe, we will request a water sample from you prior to honoring the guarantee to ensure that your water parameters are not at fault.
5. If our guarantee expires during a weekend or holiday, there is no need to be concerned. Simply send us an email at the time of death and follow up with a call to our customer service department at (800) 649-1000 during normal business hours. Do not dispose of or return the specimen until you have spoken with our customer service department and they have advised you of what to do. If you dispose of or ship the specimen back prior to speaking with the customer service department, a credit will not be issued.

If you suffer a loss within the allowed timeframe, notify us immediately. If possible place the dead specimen on a piece of white paper, write your shipping zip code on the paper and take a digital photograph of it. Email the photograph to sales@lifeoceanic.com. If you have not received a reply from us within 24 hours, call us at (813) 649-1000 to confirm that we did get the email. If the size of the image you send us is large it may be rejected by our email server.

You may be requested to send the dead specimen and a water sample to us after speaking with customer service. If this is the case please mail the water sample (in a waterproof container) and the dead specimen (sealed in a plastic bag) via US Priority Mail to:

Life Oceanic, Inc
10915 US Hwy 41 South
Gibsonton, FL. 33534

Authorized returns must be postmarked within 24 hours of speaking to our customer service department and never more than 144 hours after shipping from our facility.

Life Oceanic will replace the dead specimen or issue a credit to you for any future purchases with Life Oceanic, Inc. Our guarantee only applies to the original shipment, not to any replacement shipments. Shipping and handling are not covered by this guarantee and are the responsibility of the purchaser on any replacement items shipped. If a credit is issued in lieu of a replacement shipment (due to availability), the credit will only be valid for one calendar year

from the original purchase date. If you fail to use the credit within one calendar year, you will forfeit the credit and no further consideration will be given to the claim from that point.