



## 3 Day Fish Guarantee...

At Lots Of Fins Aquarium we source our fish from the best collectors and breeders around Australia and the world, When our fish arrive directly from quarantine we inspect & treat with care & through our 35 years experience take strict measures to include SPECIAL TREATMENTS to ensure our newly arrived fish settle & remain of high quality.

### We take pride in selling only the best quality, healthiest fish

For these reasons we are confident in giving our customers a 3 DAY replacement guarantee on aquatic livestock purchases where our <sup>1</sup>conditions are met. If you have problems with <sup>2</sup>any fish purchased from here please contact us as soon as possible so that we can help rectify the problem and try to ensure it doesn't happen again! There are many variables to water quality in an aquarium which 90% of the time will most likely be the cause of fish death. WE are here to HELP YOU & to ensure YOUR FISH KEEPING IS SUCCESSFUL!

#### Terms and Conditions of Livestock Guarantee

To be eligible for this you must bring in your receipt or proof of purchase within 3 days of the purchase, the dead fish, a clear photo of your tank & filtration, and a sample of your water (one cup).... If your water conditions are not suitable for the species, then this guarantee is void!

This guarantee is not extended to fish kept in unfiltered tanks or bowls or where fish have been kept in a tank with in-compatible species, as the resultant stress and injury often leads to death of the fish.

If these conditions are met we will replace the fish or give a store credit to the same value at our discretion.

<sup>1</sup>Water quality & filtration must be acceptable and of high standard for healthy happy fish. Under gravel filtration MUST be used in combination with a good power filter that will contain carbon a combination of biological, mechanical & absorption filtration media. NOTE: all our fish tanks have U/G filtration

<sup>2</sup>Guarantee does NOT apply or include all marine fish and invertebrate species, discus or rare, exotic fish.

EXTENDED guarantee offer: WE value you as a customer & are here to ensure you are always happy.

Depending on circumstances, we may offer you a 1/2 price fish replacement excluding any conditions set out above!