

NEWMAN'S FISH FOODS POLICIES & PROCEDURES

NEW ACCOUNTS

All new accounts are required to pay cash, credit card or certified check until new customer documents are received and processed. The documents needed are a completed new account form, and a copy of your retail certificate. You will be contacted with approval to use a personal or business check. This usually takes no longer than 10 business days to complete. All orders are on a C.O.D basis only.

RETURNED CHECKS

If your check is returned to us for any reason your account will be charged \$35.00 and placed on cash or certified check status for 3 months. All costs associated with collection of payment are at your expense, including collection agency costs, court costs, legal cost, and any interest on the unpaid balance

RETURN POLICY

In the event there is a shortage, discrepancy or items are found to be unsalable you must notify us within 24 hours of your delivery. We will do everything possible to fix any problems. If we cannot replace the merchandise we will issue credit for your next order. If a product was shipped to you in error we will accept the product back with full credit. If the product to be returned is unwanted we will issue a refund only if the product is in its original package, free of any price tags or markings, in saleable condition and within 30 days from date of purchase.

Due to the sensitive nature of all live goods all orders must be inspected at the time of arrival and returned with the driver. If you get your delivery overnight via carrier you must notify us of any problems upon arrival. We will issue a credit or resend the items at no charge for the next delivery. No cash refunds.

SHIPPING

If you are located in NJ, NY, PA, CT, DE, MA, and RI we can usually deliver your order via our own truck. There are some areas of NY and DE that we do not service with our own fleet yet, but we can easily ship via common carrier all over the USA.

Most dry goods orders will ship via UPS or FedEx within 48 hours of placement. We will pay ½ freight on all orders shipped UPS or FedEx ground over \$500 and full freight on orders shipped UPS or FedEx ground over \$1000. All Palletized orders will be shipped Via FedEx Freight and we will pay ½ the cost. Exclusions to this may be x-large or over weight items like salt and bedding.

All live orders will be shipped FedEx overnight. We can ship live reptiles, feeder fish, live worms, brine shrimp, and any frozen item. We do not ship any small animals unless special arrangements are made in advance. Any cost associated with shipping animals must be paid by the recipient. There is a \$10 packaging charge for all frozen orders shipped and a \$5 charge for all other live orders shipped.

LIVE GOODS GUARANTEE

Reptiles

We guarantee our animals to be alive, healthy, and to your satisfaction upon arrival, and for 24 hours after arrival (amphibians are a live arrival only guarantee). Notification of dissatisfaction must be made if you notice any problems. If you have any questions or concerns, call us first. We do not guarantee animals that are not signed for on the first delivery attempt. You must be there and sign for your animal delivery. We make every attempt to check temperatures in your area before shipping and reserve the right to hold shipment until conditions are acceptable. Under no circumstances will any shipping cost be refunded.

Tropical Fish/ Saltwater Fish

We guarantee live arrival if shipments arrive on schedule, provided the following procedure is observed. Air shipments must be picked up within 2 hours of arrival at destination airport. All shipments must be unpacked and processed upon delivery. All claims must be reported to us within 5 hours of delivery. All claims made must be accompanied by photos of the fish in unopened bags. We will apply full credit for any DOA losses. Losses due to common carrier delay or mishandling must be filed with the airline or carrier. If no airline claim is filed you will not be entitled to their credit and we cannot be held responsible for any credit. We do not guarantee orders that are not signed for on the first delivery attempt. You must be there and sign for your delivery. We make every attempt to check temperatures in your area before shipping and reserve the right to hold shipment until conditions are acceptable. Under no circumstances will any shipping cost be refunded.

Animals

We guarantee live and Healthy arrival of all rodents/animals arriving to your store via our own truck. We cannot be held responsible for any shipments sent via air freight or other means. All animals must be checked upon arrival and sent back with driver if dissatisfied with coloring, weight, size, etc. We must be notified within 4 hours of delivery time to replace animal or issue credit. No cash refunds. Under no circumstances will any shipping cost be refunded.

Call all DOA to (800)950-9676 or email any DOA to order@newmansfishfoods.com