

THAT AQUARIUM

In-Store Exchange Policy for Freshwater Aquarium Dry Products



At That Aquarium, we are committed to customer satisfaction. Our exchange policy for dry products (such as equipment, decor, substrates, food, and accessories) ensures that customers can shop with confidence while keeping things fair and straightforward:

1. Defective Products

- **Exchange for Defective Items(Store Exchange):** If a product is found to be **defective(manufacturer issue)**, customers may exchange it for the same item(subject to the availability) within 7 days of purchase.
- **Testing and Inspection:** Defective products may be subject to testing or inspection by our staff to confirm the issue before an exchange is processed.
- **No Refunds:** We offer exchanges(subject to the availability) or store credit for defective products, but no refunds.
- **Transportation Costs:** All transportation costs associated with the return of warranty products are the **responsibility of the customer**.

2. Non-Exchangeable Items

- **Opened or Used Items:** Any product that has been opened, used, or shows signs of wear and tear (e.g., aquarium filters, substrate, heaters) is **not eligible for exchange** unless it is **defective**.
- **Final Sale Items:** Clearance, sale items, and discontinued products are considered **final sale** and cannot be exchanged.

- **Consumables:** Food, water conditioners, supplements, or other consumables that have been opened are not eligible for exchange due to hygiene and safety concerns.

3. General Guidelines

- **Store Credit:** In the event that an exact replacement is unavailable, we may offer store credit equal to the value of the returned item.
- **Customer Responsibility:** It is the customer's responsibility to ensure that products meet their needs before purchasing. Our staff is available to provide product advice and recommendations.

4. Manufacturer/Supplier Warranty Period

- Warranty claims are **subject to the manufacturer's or supplier's warranty period and parts covered under the warranty**. The warranty terms will vary depending on the product and manufacturer.
- Transportation cost is not included for the bringing in to our store

A. Membership Records for Electrical Equipment

- We **strongly recommend** customers **purchase all electrical equipment** using their **membership number**. This allows us to keep a record of your purchase history, making it easier to track and process warranty claims.

B. Pre-Claim Steps

- Before bringing in the equipment to our store, we **strongly encourage** customers to:

- **Send a photo or video** of the issue to our respective stores whatsapp number.
- **Describe the problem** in detail.
- This will help our staff facilitate communication with the manufacturer/supplier and **may prevent the need to bring the equipment in-store** by identifying potential troubleshooting steps or part replacements.

C. Case-by-Case Troubleshooting

- Our team will handle warranty claims on a **case-by-case basis**, and sometimes issues can be resolved with **simple troubleshooting** or **replacing specific parts**.
- We aim to provide **convenience to customers** by resolving issues remotely when possible, saving time and effort.

D. In-Store Warranty Process

- If an issue cannot be resolved remotely, customers may bring the physical equipment to our store, and we will assist in **filing the warranty claim** with the manufacturer or supplier.
- Our staff will facilitate communication with the manufacturer/supplier, ensuring the process is handled as quickly and smoothly as possible.

5. Pre-Purchase Inspection

- **Customer Responsibility:** We encourage all customers to inspect products in-store before purchasing, especially fragile items such as lighting, filters, filter accessories, and fish tanks.
- **Assistance:** Our staff is available to assist customers in checking for any visible defects to ensure the product meets expectations.

A. Fish Tanks

- **Silicone Leakage:** We will only entertain exchanges for **silicone leakage** issues. If leakage is identified within the warranty period (*7 days for in-store, different brands may vary, Customised Tanks*), customers can return the tank for inspection. *(see above for the transportation coverage)*
 - Before bringing in the tank to our store, we **strongly encourage** customers to:
 - **Send a photo or video** of the issue to our respective stores whatsapp number.
 - **Describe the problem** in detail.
 - This will help our staff facilitate communication with the manufacturer/supplier.
 - All transportation costs associated with the return of warranty products are the **responsibility of the customer**.
- **No Exchanges for Chips or Cracks:** We **do not accept exchanges** for fish tanks that have **chipped glass, cracks**, or other forms of physical damage. Customers must inspect the tank carefully at the time of purchase to ensure there are no visible defects.

6. Product Care and Advice

- **Lighting, Water Pumps and Filters:** Customers are encouraged to ask for advice on the proper setup and use of lighting, water pumps and filter systems to avoid common issues.
- **Fish Tanks:** We advise customers to handle tanks with care during setup and maintenance to prevent chipping or cracking.

