

**THAT AQUARIUM**  
**In-Store Exchange Policy for**  
**Freshwater Aquarium Live Feeders**



*At That Aquarium, we strive to provide high-quality live feeders for customers' aquatic pets. Due to the unique nature of live feeder animals (such as feeder fish, shrimp, and worms), we have established the following policy to ensure the well-being of our feeders and a smooth customer experience.*

## **1. No Returns or Refunds for Live Feeders**

**Final Sale:** All sales of live feeder animals are final. We do not offer returns, refunds, or exchanges once the feeders have left the store.

**Health Check:** Customers are encouraged to inspect the live feeders before completing the purchase to ensure they are satisfied with the quality and quantity.

## **2. Pre-Purchase Inspection**

- We encourage customers to check the feeders for signs of health and vitality (such as active movement) before purchase.
- Our staff is available to help identify any concerns and ensure the feeders are in good condition.

### 3. Live Feeder Care Reminder

- **Transportation:** Customers are reminded to transport live feeders in a controlled environment. Leaving them in hot cars or areas prone to temperature swings can cause stress and death.
- **Proper Housing:** Once purchased, it is the customer's responsibility to provide the appropriate environment for the live feeders until they are fed to their intended aquarium inhabitants.

### 4. Sick or Unhealthy Feeders

- **Do Not Sell:** If staff observe any signs of illness or poor health in the feeders (such as sluggish movement or discoloration), the feeders must be reported to the aquarist in charge and isolated from sale.

### 5. Dead on Arrival (DOA) Policy

If live feeders arrive dead within **1 hour** of leaving the store, the following applies:

- **Photo/Video Proof:** Customers must provide clear photo or video evidence of the deceased feeders while they are still in the original bag/container.
- **Replacement:** Upon validation, customers are eligible for a **replacement**, subject to availability. We do not provide refunds for live feeders.