

THAT AQUARIUM
In-Store Exchange Policy for
Freshwater Aquarium LivePlants



At That Aquarium, we are committed to providing healthy, vibrant aquarium plants to our customers. To ensure satisfaction and the health of the plants, we have implemented the following exchange policy:

1. No Returns or Refunds for Live Plants

- Due to the sensitive nature of live plants, we do not offer returns or refunds once plants have left the store.
- Customers are encouraged to carefully inspect the plants before making a purchase to ensure they meet expectations.

2. Pre-Purchase Inspection

- We advise customers to thoroughly check the plants for signs of health, including the condition of leaves, stems, and roots. Our staff is available to assist in the inspection process.

3. Sick or Unhealthy Plants

- **Do Not Sell:** If staff notice any signs of deterioration, illness, they must immediately report the issue to the in charge and remove the affected plants from sale.
- Plants that show signs of being unhealthy are not eligible for sale until properly treated or discarded.

4. Plant Care Advice

- Before purchasing, customers can consult our staff for care advice, including proper lighting, CO2 requirements, and water parameters suitable for the plants.
- We strongly encourage customers to prepare their aquarium with proper substrate, lighting, and water conditions before introducing new plants to ensure their success.

5. Plant Acclimation Reminder

- Live plants may experience some initial melting or yellowing after being introduced to a new aquarium. This is a normal adjustment period. If customers have concerns, they are welcome to seek advice from our staff.
- Proper acclimation to the new tank's water parameters, lighting, and nutrient availability is critical for plant success.

6. Transportation Reminder:

- Customers are reminded not to leave live plants in vehicles or in environments where they may experience extreme temperature fluctuations (e.g., in a hot car).
- It is the customer's responsibility to transport Live Plants in a safe, controlled environment.