



Straits Aquatics - Warranty Policy

Effective date: 15 October 2026 | Applies to eligible dry goods purchased from Straits Aquatics

1. Who We Are

Straits Aquatics is a Gibraltar-based specialist aquatic retailer supplying ornamental aquatic livestock, aquarium equipment, accessories, and related products to customers in Gibraltar and selected European destinations.

We aim to provide reliable products from established manufacturers and appropriate after-sales support.

This Warranty Policy explains the conditions, procedures, limitations and responsibilities associated with warranty claims for equipment and other eligible products purchased from Straits Aquatics.

Contact Information: Straits Aquatics | www.straitsaquatics.com | hello@straitsaquatics.com | WhatsApp via our official business communication channel.

2. Scope of Warranty Coverage

This policy applies to eligible dry goods purchased from Straits Aquatics, including:

- Aquarium filtration systems and external filters.
- Return pumps, circulation pumps and wavemakers.
- Protein skimmers and associated equipment.
- Aquarium lighting systems and LED fixtures.
- Aquarium heaters, chillers and temperature controllers.
- Dosing pumps and automatic dosing equipment.
- Aquarium monitoring equipment, sensors and controllers.
- Reverse osmosis and deionisation (RO/DI) systems.
- Automatic top-off (ATO) systems.
- Automatic filter rollers and related equipment.
- Other electrical, mechanical and electronic aquarium accessories.

Live aquatic animals, including fish, corals and invertebrates, are not covered by this Warranty Policy. Relevant livestock delivery claims are governed by our separate Delivery & DOA Policy, subject to applicable law.

Consumable goods, replacement parts and non-electrical products may carry different manufacturer warranty conditions.



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3. Manufacturer Warranty and Statutory Rights

Straits Aquatics does not provide an additional, independent commercial warranty beyond those expressly offered by the relevant manufacturer.

Eligible products are covered by their manufacturer's commercial warranty, subject to the manufacturer's applicable terms, duration and geographical coverage. Warranty periods and conditions may vary between manufacturers and individual products.

Manufacturer warranties are separate from and do not replace, reduce or exclude customers' mandatory statutory consumer rights.

Where applicable consumer legislation makes Straits Aquatics responsible for defective or non-conforming goods, customers may pursue their legal remedies directly through Straits Aquatics regardless of any separate manufacturer's warranty.

A manufacturer's refusal to honour a commercial warranty does not automatically invalidate a customer's statutory claim against Straits Aquatics.

4. Warranty Duration and Territorial Coverage

The duration of a manufacturer's warranty is determined by the conditions applicable to the specific product.

Where available, warranty information may be provided through:

- The product description on our website.
- The manufacturer's official website.
- Product packaging or documentation.
- The manufacturer's warranty certificate.
- Direct confirmation from Straits Aquatics.

Warranty coverage generally begins from the date specified by the manufacturer, commonly the original purchase or delivery date. Some manufacturers restrict commercial warranty coverage to particular countries or territories.

Customers will be informed before purchase of any known material territorial restriction affecting the manufacturer's warranty, including any restriction applicable to Gibraltar or the customer's delivery destination.

Statutory consumer rights remain applicable independently of a manufacturer's commercial warranty period or territorial restrictions.



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5. Warranty Claim Requirements

Customers experiencing a suspected manufacturing defect should contact Straits Aquatics as soon as reasonably possible after discovering the issue.

To facilitate assessment, customers may be asked to provide:

- Their order number, invoice or other reasonable proof of purchase.
- The manufacturer's name and exact product model.
- The product serial number, where applicable.
- A clear explanation of the reported fault.
- Photographs or video evidence demonstrating the issue, where reasonably practicable and safe.
- Details of relevant operating conditions, installation and maintenance history where necessary to investigate the fault.

Straits Aquatics may verify serial numbers against sales records, supplier documentation or manufacturer databases.

No customer should operate potentially unsafe electrical equipment solely to demonstrate a fault.

The absence of original packaging or an order number does not automatically invalidate a statutory claim where the purchase and reported defect can otherwise be reasonably established.

6. Troubleshooting and Technical Assessment

Before authorising a warranty return, Straits Aquatics may request reasonable troubleshooting to identify whether a fault relates to manufacturing, installation, settings, maintenance or operation.

Depending on the product, this may include:

- Confirming the power supply and electrical connections.
- Reviewing controller settings and error notifications.
- Checking for visible obstructions or mechanical restrictions.
- Inspecting accessible components for excessive deposits or contamination.
- Confirming whether the equipment has been installed in accordance with the manufacturer's instructions.
- Undertaking manufacturer-recommended diagnostic procedures.

Customers must not be required to dismantle electrical components, invalidate a manufacturer's warranty or undertake potentially hazardous procedures.

Where troubleshooting does not resolve the issue, physical inspection or manufacturer assessment may be necessary.



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Straits Aquatics may arrange technical examination directly, through its supplier or through an authorised manufacturer service centre.

A warranty claim is not deemed approved solely because an item has stopped functioning. The nature and cause of the reported failure may require reasonable assessment.

Technical assessment procedures will not be used to unreasonably delay or obstruct statutory remedies.

7. Warranty Exclusions and Customer-Caused Damage

Commercial warranties generally cover qualifying manufacturing defects and do not cover damage caused by improper use, accidental damage or normal deterioration.

The following circumstances may fall outside manufacturer commercial warranty coverage where they are excluded by the manufacturer's terms and are causally relevant to the failure.

7.1 Incorrect Installation or Operation

- Installation contrary to manufacturer instructions.
- Incorrect electrical supply, voltage or power connection.
- Running equipment outside its approved operating parameters.
- Operating pumps, skimmers or other water-dependent equipment without water where prohibited.
- Installing heaters or other electrical devices incorrectly.
- Using incompatible components or unsuitable accessories that cause damage.

7.2 Inadequate Maintenance

- Failure to undertake maintenance required by the manufacturer.
- Excessive calcium or mineral accumulation causing mechanical seizure.
- Obstructed impellers or blocked water passages resulting from neglected cleaning.
- Failure to replace consumable components when required.
- Damage directly caused by accumulated debris, deposits or contamination.

7.3 Physical Damage and Unauthorised Modifications

- Accidental impacts, drops, cracks or breakage.
- Damage occurring after delivery due to mishandling.
- Unauthorised repairs or modifications that cause or contribute to failure.
- Alterations to electrical wiring or internal components.
- Damage caused by incompatible replacement parts.



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7.4 Water Damage, Salt Exposure and Corrosion

Aquarium equipment is frequently designed for operation in damp or saltwater environments. Accordingly, the presence of moisture, salt deposits or corrosion does not automatically invalidate a warranty.

However, damage caused by exposure beyond the manufacturer's specified environmental protection rating or installation requirements may be excluded.

7.5 Normal Wear and Consumable Components

Normal wear and tear is not ordinarily regarded as a manufacturing defect. Examples of consumable or wear-related components may include:

- Filter cartridges and filter media.
- Roller filter fleece and replacement rolls.
- RO membranes and DI resin.
- Dosing pump tubing and other peristaltic wear parts.
- Seals, O-rings and other maintenance components.
- Calibration fluids and reagents.
- Electrodes, sensors and probes where deterioration arises from normal use and maintenance requirements.

Some such components may nevertheless carry specific manufacturer warranties or be protected against inherent defects under applicable law.

None of these exclusions will be applied automatically. The actual cause of the failure, applicable manufacturer terms and statutory consumer rights will be considered.

8. Product-Specific Operating Requirements

Certain aquarium products require particular operating conditions.

8.1 Return Pumps and Wavemakers

Customers must follow the manufacturer's instructions regarding immersion, water levels, maintenance, power supply and permitted operating conditions. Damage caused by dry running, neglected impeller maintenance or unsuitable power connections may be excluded where established as the cause of failure.

8.2 Protein Skimmers

Protein skimmers must be installed and operated within the manufacturer's recommended parameters. Damage caused by improper installation, incompatible pumps or neglected maintenance may fall outside commercial warranty coverage.



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8.3 Aquarium Lighting

Aquarium lighting must be installed with appropriate ventilation, electrical connections and protection against environmental conditions beyond its specifications. Damage attributable to unsuitable power supplies, unauthorised alterations, physical impacts or prohibited moisture exposure may be excluded.

8.4 Heaters and Temperature Controllers

Aquarium heaters must be installed and operated according to manufacturer instructions. Damage caused by prohibited operation outside water, mechanical impacts or incorrect installation may be excluded. Where a heater requires a separate thermostat or temperature controller, that requirement must be observed.

8.5 Dosing Pumps and Monitoring Equipment

Dosing equipment and monitoring devices must be used with compatible substances, tubing, calibration procedures and maintenance routines. Damage attributable to unsuitable chemicals, incorrect tubing installation, misuse or neglected maintenance may be excluded.

8.6 RO/DI Systems

RO/DI systems must be operated within manufacturer-specified pressure, temperature and installation parameters. Damage caused by excessive water pressure, freezing, improper installation or incompatible plumbing connections may be excluded.

8.7 Automatic Roller Filters

Automatic filter rollers must be installed and maintained in accordance with manufacturer instructions. Damage caused by incorrect assembly, unsuitable consumables or mechanical obstruction resulting from misuse may be excluded.

These product-specific conditions apply only insofar as they are consistent with the relevant manufacturer's warranty and mandatory consumer protection law.

9. Warranty Returns and Return Authorisation

Customers should contact Straits Aquatics before returning any equipment for warranty assessment. Where appropriate, we will issue return instructions and a warranty case reference.

Customers should not send equipment to Straits Aquatics, a supplier or manufacturer without first obtaining the relevant return information.

Equipment submitted for assessment should:

- Be packaged securely to minimise further damage.
- Include the components reasonably necessary to investigate the reported fault.
- Be safely disconnected, drained and cleaned where appropriate.



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- Be accompanied by the warranty reference and relevant documentation.

For equipment received for testing or repair, Straits Aquatics will document the reported fault, visible condition, intended inspection or repair process, anticipated timescale, potential charges and return arrangements. Where appropriate, this record will be acknowledged by both parties.

Customers should not return electrically unsafe or contaminated equipment without first obtaining appropriate handling instructions.

10. Diagnostic Fees and Non-Covered Claims

Straits Aquatics may conduct or arrange technical inspections to assess reported defects. Where an item qualifies for a statutory remedy, customers will not be charged diagnostic or return costs that applicable law requires Straits Aquatics to bear.

However, where inspection establishes that an item is functioning correctly or that the reported damage resulted from circumstances outside applicable warranty or statutory coverage, reasonable charges may be applicable. These may include:

- Technical diagnostic or inspection fees.
- Manufacturer service centre assessment charges.
- Repair or replacement parts requested by the customer.
- Return shipping and handling costs.

Any chargeable testing, repair or return delivery costs must be disclosed and agreed with the customer in advance.

Straits Aquatics will not automatically impose retrospective inspection fees without prior agreement. If a customer declines a proposed chargeable repair, the product may be returned unrepairs, subject to previously agreed and legally permissible charges.

11. Warranty Repairs, Replacements and Refunds

Where a defect is verified and covered by a manufacturer's commercial warranty, the available remedy will be determined by the relevant warranty conditions. This may include:

- Repair of the defective product.
- Replacement of a defective component.
- Replacement with the same or an equivalent product.
- Another remedy expressly provided under the manufacturer's warranty.

Where statutory consumer rights apply, the legally required remedy will take precedence over any less favourable manufacturer warranty condition.



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Depending on the relevant circumstances and applicable legislation, statutory remedies may include:

- Repair without legally prohibited costs.
- Replacement without legally prohibited costs.
- An appropriate price reduction.
- A full or partial refund where required.

Where a refund is legally due, customers will not be required to accept store credit instead.

Straits Aquatics reserves the right to verify the claim and determine an appropriate lawful remedy, but will not restrict the customer's statutory entitlement to reject qualifying faulty goods or obtain another mandatory remedy.

Repairs or replacements will be arranged within the timeframes and conditions required by applicable law, taking account of relevant consumer inconvenience.

12. Warranty Repair Timescales

The time required to assess and repair equipment may vary depending on:

- The nature and complexity of the reported defect.
- Availability of replacement components.
- Manufacturer or supplier response times.
- Specialist technical assessment requirements.
- Transport arrangements and customs procedures.

Straits Aquatics will make reasonable efforts to keep customers informed of material delays. Manufacturer processing times are estimates unless expressly agreed otherwise.

Warranty procedures and supplier delays will not override any legally required timeframe for consumer remedies.

Where a repair cannot be completed within a reasonable period or causes significant inconvenience, the customer may be entitled to an alternative remedy under applicable consumer legislation.

Straits Aquatics does not automatically provide loan equipment during repairs unless required by applicable law or agreed separately.

13. Second-Hand, Refurbished, Ex-Display and Clearance Products

Straits Aquatics may occasionally offer second-hand, refurbished, ex-display or clearance equipment. Such products may have:

- Cosmetic imperfections.



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- Previous operational use.
- Reduced remaining manufacturer commercial warranty coverage.
- Missing original packaging.
- Previously disclosed defects or limitations.

Known material defects and any relevant commercial warranty restrictions will be disclosed before purchase. A customer generally cannot claim that a clearly identified and accepted defect was undisclosed.

However, **second-hand, refurbished and discounted products remain subject to applicable statutory consumer rights**, taking account of their age, condition, description and purchase price.

The absence or expiry of a manufacturer's commercial warranty does not automatically exclude those rights.

14. Consequential Losses and Aquarium Livestock

Aquarium equipment may form part of systems supporting live animals and other sensitive aquatic organisms.

Straits Aquatics strongly recommends appropriate equipment maintenance and the use of suitable backup or monitoring systems where failure could create significant risks. Such precautions may include temperature alarms, battery-backed circulation, water-level protection and other safeguards appropriate to the aquarium.

Manufacturer commercial warranties commonly relate to the defective equipment itself and may not provide additional compensation for associated losses.

Straits Aquatics does not voluntarily guarantee compensation for consequential losses arising from equipment failure, including livestock mortality, damage to aquarium contents, loss of income or business interruption.

However, this provision does not exclude or limit any liability, damages or legal remedies that cannot lawfully be excluded or restricted.

Any claim for additional losses will be assessed according to the applicable law, including relevant questions of causation, foreseeability and mitigation.

15. Commercial and Business Purchases

This policy is primarily intended for retail consumer purchases. Where equipment is purchased wholly or mainly for commercial or professional use, separate contractual terms may apply, subject to any mandatory legal requirements.

Commercial purchasers should contact Straits Aquatics for clarification of relevant manufacturer warranty coverage and any agreed business-to-business arrangements.

A purchaser's legal classification will be determined by the circumstances and purpose of the transaction, rather than solely by the name appearing on an invoice.



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16. Gibraltar Consumer Rights

Straits Aquatics operates from Gibraltar and recognises applicable consumer protection legislation, including relevant provisions of the Sale of Goods Act and consumer protection legislation.

Goods supplied to consumers must comply with applicable legal requirements concerning satisfactory quality, fitness for purpose and conformity with their description.

The Gibraltar Office of Fair Trading's Retailers of Goods Code of Conduct provides guidance regarding:

- A consumer's right to reject qualifying faulty goods within 30 days of taking possession.
- The presumption regarding faults identified within the initial six months.
- Repair and replacement remedies.
- Refunds and price reductions where appropriate.
- Reasonable timescales and customer inconvenience.
- Clear information and documentation for repairs and inspections.

Straits Aquatics will assess claims in accordance with applicable law, taking account of the Office of Fair Trading's published guidance.

A manufacturer's commercial warranty cannot override these rights.

17. European Union Consumer Rights

Where Straits Aquatics supplies consumers in European Union countries and EU consumer protection legislation applies to the transaction, the relevant mandatory legal protections will be respected.

Under the applicable EU consumer sales framework, consumers generally benefit from a minimum two-year legal guarantee of conformity, with certain Member States providing longer or additional protection.

Where legally applicable, customers may be entitled to repair or replacement free of charge, or an appropriate price reduction or refund in circumstances prescribed by law.

The legal guarantee is distinct from any manufacturer's commercial warranty.

Certain national rules may differ regarding the duration of protection, allocation of the burden of proof, second-hand products and available remedies.

This policy does not seek to exclude mandatory consumer rights applicable in the customer's jurisdiction.



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18. Warranty Claim Decisions and Disputes

Straits Aquatics will assess warranty claims using the purchase records, available evidence, technical findings and applicable legal requirements.

Where a claim is declined, customers may request an explanation of the decision. Where appropriate, the explanation may identify:

- The inspection or diagnostic findings.
- The manufacturer's assessment.
- The applicable commercial warranty condition.
- The reason the reported failure is considered outside coverage.

Customers who disagree with an assessment may provide further supporting evidence or request a review.

Straits Aquatics will acknowledge formal written complaints within 14 calendar days and investigate them promptly.

Where a Gibraltar consumer dispute remains unresolved, customers may contact the Gibraltar Office of Fair Trading for guidance or to submit a complaint.

Nothing in this procedure limits access to legally available dispute resolution processes.

19. Relationship With Other Straits Aquatics Policies

This Warranty Policy operates separately from the following:

Delivery & DOA Policy. Covers shipping, delivery procedures, damage identified upon arrival, and the voluntary Dead on Arrival guarantee for eligible aquatic livestock.

Privacy Policy. Explains how Straits Aquatics collects, handles, protects and uses customer information.

Where a delivery issue subsequently requires warranty or statutory defect assessment, Straits Aquatics may refer the customer to the relevant procedures in this policy.

Nothing in either policy limits rights that cannot lawfully be restricted.

20. Policy Updates

Straits Aquatics reserves the right to review and amend this Warranty Policy periodically. Updated terms will be published on our official website.

Changes will not retrospectively remove rights or commercial warranty benefits already acquired under an existing purchase.



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Mandatory statutory consumer protections will continue to apply regardless of any future policy amendment.

21. Legal Information

Straits Aquatics

Registered business operating in Gibraltar.

Official Business Name Registration Number: 14690

Business Licence Number: BL257445

Licensing Authority: Office of Fair Trading, Government of Gibraltar

Email: hello@straitsaquatics.com

Website: www.straitsaquatics.com

For any warranty enquiries, technical claims or requests for further information, customers should contact Straits Aquatics through our official communication channels.

Nothing within this Warranty Policy excludes, limits or overrides any statutory consumer rights or liabilities that cannot lawfully be excluded.