



Straits Aquatics - Delivery & DOA Policy

Effective date: 15 October 2026 | Applies to orders placed with Straits Aquatics

1. About Straits Aquatics

Straits Aquatics is a Gibraltar-based aquatic livestock and aquarium-products retailer supplying live ornamental fish, corals, invertebrates, aquarium equipment and related dry goods. This policy explains our delivery arrangements, how to report delivery problems and the conditions of our voluntary Dead on Arrival (DOA) Guarantee.

Contact: hello@straitsaquatics.com | **Website:** www.straitsaquatics.com | **WhatsApp:** our official business messaging channel.

2. Scope and Delivery Arrangements

This policy applies to orders supplied or arranged by Straits Aquatics for collection or delivery in Gibraltar and to destinations that we agree to serve. Deliveries may be handled by NACEX, UPS or another appointed courier or logistics provider.

- Available destinations, delivery charges, applicable services and estimated delivery dates will be confirmed during ordering or before dispatch where relevant.
- Delivery estimates are not guaranteed arrival times unless expressly agreed as such. Dispatch and transit may be affected by carrier schedules, customs checks, weather, public holidays or other unforeseen disruption.
- International shipments may be subject to local import requirements, customs clearance, permits, duties or taxes. Any customer charges will be disclosed where known or will apply as required by law.
- We may delay dispatch of live animals when transport conditions present an unacceptable welfare risk, and will contact the customer to arrange the next suitable dispatch opportunity.

3. Customer Responsibilities and Receipt of Parcels

Customers must provide complete and accurate contact and delivery details, monitor tracking information where supplied and be available to receive or promptly collect their order. Any proposed delivery change or redirection must be discussed with Straits Aquatics as soon as possible.

For live animals, immediate collection and inspection are particularly important. Customers should have an appropriate aquatic system ready before placing an order. They should not leave live-animal parcels unattended or in unsuitable temperatures.

The courier's recorded delivery or collection event and timestamp will normally be used to establish when a package was handed over. If a timestamp is clearly inaccurate, we may consider independently verifiable evidence of the actual handover.

4. Packaging, Dispatch and Tracking

We pack livestock with appropriate transport bags, protection and temperature-control materials where reasonably required. Dry goods are packed to reduce the risk of movement and impact during transport. Tracking details will be supplied when available. Packaging practices may vary with species, size, seasonal conditions and carrier requirements.



Straits Aquatics - Delivery & DOA Policy

Customers are asked to keep all relevant packaging and shipping labels if a delivery problem is reported, so that the matter can be assessed and, where appropriate, raised with the courier.

5. Live Animal Dead on Arrival (DOA) Guarantee

Straits Aquatics offers a **limited voluntary DOA Guarantee** for eligible live fish, corals and other aquatic animals that are demonstrably deceased at the time of delivery or collection. This guarantee is conditional upon the claim procedure set out below.

5.1 Strict one-hour deadline

A DOA claim, including the required video evidence, must be received by Straits Aquatics within **ONE (1) HOUR** of the officially recorded courier handover. For a collection-point shipment, the starting time is the customer collection timestamp recorded by NACEX, UPS or the relevant carrier. For home or business delivery, the starting time is the courier-recorded delivery timestamp.

The one-hour period does not start when the customer chooses to open the parcel, arrives home or first checks the livestock. Claims submitted after the one-hour window do not qualify under this voluntary guarantee, subject always to mandatory statutory rights.

5.2 Mandatory uninterrupted video evidence

For a claim to qualify, the customer must send a **clear, continuous and unedited video** which:

- Clearly identifies and shows the deceased animal and its condition.
- **Shows the animal remaining inside its original, unopened shipping bag throughout the entire video.** The animal must not be removed or transferred to another container.
- **Clearly states or visibly displays the date and time when the recording is being made.**
- Provides sufficient lighting and image quality for the condition of the animal to be assessed, without cuts or interruptions that compromise verification.

5.3 Sending the claim

The video and claim must be sent by **email to hello@straitsaquatics.com** or via our **official business WhatsApp contact** within the same one-hour period. Include the customer name, order reference and the species or item being claimed. Where the file is too large for normal delivery, contact us immediately within the deadline so we can advise how to provide the original recording.

Failure to follow any mandatory DOA claim step invalidates eligibility for credit under this voluntary guarantee. We may compare the recording, shipping information and courier tracking before approving any claim. We may request additional photographs or information if necessary.



Straits Aquatics - Delivery & DOA Policy

5.4 Approved claims - credit towards a future order

Following verification and approval, reimbursement under the **voluntary DOA Guarantee is issued only as Straits Aquatics store credit**, equal to the amount paid for the eligible deceased animal. It can be applied towards a future eligible order. **Cash refunds, bank refunds, card refunds and other monetary payments are not offered as DOA Guarantee benefits.** Delivery charges are not automatically included in the DOA credit.

This credit-only arrangement concerns the voluntary guarantee; it does not override any legally mandatory refund or other consumer remedy.

5.5 Animals excluded from DOA cover

Some species or individual animals may be sold **without DOA Guarantee coverage** because of their sensitivity or other stated considerations. Any such exclusion will be explicitly communicated by Straits Aquatics before purchase, either directly by the seller or clearly in the relevant product description on our website. The customer should review any livestock-specific notice before ordering.

An animal clearly designated as excluded is not eligible for voluntary DOA credit, but applicable statutory rights remain unaffected.

5.6 Losses after arrival

The voluntary guarantee applies to eligible animals shown to be deceased on arrival. It does not cover a later death of an animal received alive, including mortality after unpacking, acclimatisation or introduction into an aquarium, except to the extent required by applicable law. Transport-stressed or weak animals are not automatically considered DOA; please contact us immediately with evidence if their condition causes concern.

6. Dry Goods - Transit Damage, Missing Items and Incorrect Orders

Dry goods include aquarium equipment, pumps, lighting, filters, salt, accessories, food, aquascaping supplies and other non-livestock items. These goods are not subject to the one-hour livestock DOA procedure.

6.1 Checking a dry-goods delivery

Please inspect the outer parcel when handed over. If it appears crushed, opened, wet or otherwise damaged, photograph the outside of the parcel, the carrier label and the contents before disposing of any packaging. Where possible, note apparent damage with the courier.

Please check the contents promptly against the order confirmation. **We request notification of visible transit damage, missing items or incorrect products within 48 hours of delivery whenever reasonably possible.** This helps us investigate while courier records are current; the requested reporting period does not remove or shorten any statutory rights.

6.2 Evidence for delivery-related problems

Claims should be reported by email or WhatsApp with the order reference and a short description. Where available, attach photographs of the shipping box, label, internal packaging and affected items. For a suspected fault present on arrival, we may ask for a brief video or safe diagnostic information if reasonably necessary.



Straits Aquatics - Delivery & DOA Policy

Do not connect or operate equipment that appears electrically unsafe or physically hazardous merely to record a video. Keep the packaging and all included accessories until the matter is resolved, where reasonably practicable.

6.3 Assessment and resolution

We may review courier tracking, dispatch records, photographs, packing information or the returned item to establish the cause of the problem. Where there has been an error by Straits Aquatics or a delivery-related defect for which we are legally responsible, we will offer the remedy required by applicable law. We may arrange repair, replacement, supply of a missing item or a refund as appropriate.

Where a parcel is lost, materially delayed or never delivered, contact us so we can open a courier investigation. The use of a third-party carrier does not displace Straits Aquatics' obligations where those obligations apply by law.

7. Equipment Faults and Separate Warranty Policy

Product faults that arise or are discovered after delivery, manufacturer guarantees, troubleshooting and repair procedures are covered in our **separate Warranty Policy**. This delivery policy deals primarily with shipping, receipt and problems evident on arrival.

A manufacturer warranty is additional to, and does not replace, rights provided by applicable consumer law. We may reasonably request proof of purchase and information needed to investigate a claimed defect.

8. Returns, Exchanges and Change-of-Mind Purchases

All sales are final in respect of voluntary change-of-mind returns. Straits Aquatics does not offer a discretionary return, refund or exchange simply because a customer no longer wants an item, has purchased the wrong product or has changed their mind.

Important: This position does not exclude mandatory statutory cancellation rights for eligible distance or off-premises consumer contracts. Where legislation provides a right to cancel an online, telephone or other qualifying distance sale, that right will be honoured, including applicable notice periods and legally permitted exceptions. The customer will receive the information necessary to exercise any applicable right before purchase.

The no-voluntary-returns position also does not restrict remedies for goods that arrive faulty, damaged, misdescribed or incorrect. For purchases made in person at our premises, there is generally no automatic right to return correctly supplied, non-defective goods solely because of a change of mind.

9. Delivery Delays, Customer Unavailability and Unsuccessful Deliveries

Customers should promptly follow courier delivery and collection instructions. Where delivery is unsuccessful because of an incorrect address, failure to accept delivery, missed collection or a customer-requested redirection, additional charges may arise. We will communicate any charge we intend to apply before requesting payment where reasonably possible and where lawful.

For livestock, delays or missed collections can affect animal welfare. We may assess whether conduct after the courier's delivery attempt has compromised evidence of the animal's condition, while preserving all mandatory



Straits Aquatics - Delivery & DOA Policy

statutory rights. No provision of this policy automatically transfers legal delivery risk to the consumer contrary to applicable law.

10. Verification, Misrepresentation and Fair Handling

Straits Aquatics may decline a voluntary guarantee claim where the stated conditions are not satisfied, evidence is materially incomplete, courier records contradict the claimed handover, or information is reasonably found to be falsified. A claim will not be rejected solely for an administrative technicality where the law requires a remedy.

Customers are encouraged to contact us promptly with any unresolved concern. We will review information provided and explain the outcome of our assessment.

11. Consumer Rights and Applicable Law

Nothing in this policy excludes, restricts or overrides any consumer rights, statutory cancellation rights or remedies that cannot lawfully be excluded. In the event of any inconsistency, applicable mandatory law takes precedence over this policy, including its voluntary DOA credit-only terms and reporting deadlines.

Sales and deliveries may be subject to Gibraltar law and, where applicable, mandatory protections in the customer's destination jurisdiction. This document should be read alongside our separate Warranty Policy and any product-specific conditions disclosed before the order is accepted.

12. Policy Updates and Legal Information

We may update this policy periodically and publish the current wording at www.straitsaquatics.com. Changes apply prospectively and do not retroactively remove rights or contractual terms already established for an accepted order.

Straits Aquatics - Gibraltar

Official Business Name Registration Number: 14690

Business Licence Number: BL257445

Licensing Authority: Office of Fair Trading, Government of Gibraltar

Contact: hello@straitsaquatics.com