

Discus Madness Return Policy

Due to the specialized packaging and shipping of aquatic life and our commitment to the well being of our live inventory, we *cannot* accept any returns of live fish.

Discus Madness guarantees 5 Days LIVE DELIVERY. Our customers are very important and client satisfaction is our goal.

We are certain that you will be happy with your purchase, so we offer the following assurances:

- 1) If your fish should not arrive alive, or die within the first two days of arrival, we will refund your money or give you store credit, whichever you prefer.
- 2) If your fish should die on day three, four or five, you will be given store credit. Refunds do not apply to shipping costs.
- 3) If the shipment is lost or all the fish are dead upon arrival, we will send a replacement order at no charge.

For our Policy to be effective, we require the following: **Customers are to *immediately* notify us via telephone or email and *promptly* send a digital photo of each dead fish and the box, if damaged by shipping carrier.** All photos should be emailed to: info@discusmadness.com.

DO NOT DISCARD THE FISH – If we do not feel the photos are conclusive proof that the fish is lost, it is very possible that we will need for you to send the fish back to us (at our expense) for proof of reimbursement.

Please keep the dead fish in a ziplocked bag in the freezer until further instructed.

Policy will be voided if you cannot comply with these simple requests.

Feel free to call 917-304-4334 between the hours of 10.00am to 6:30pm EST Monday through Saturday or e-mail us 24/7 at info@discusmadness.com for any other inquiries.

Thank you,

Mathias Scaglia