

## **Discus Madness Return Policy**

### **Live Fish Returns:**

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 Day LIVE DELIVERY. Our customers are very important to us and client satisfaction is our goal.

We are so certain that you will be happy with your purchase that we offer the following assurances: If your fish do 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. If your fish die on day three, four or five, you will be given store credit. Refunds do not apply to shipping costs.

If the shipment is lost or all the fish are dead upon arrival, we will send a replacement order at no charge. In that case, 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. All photos should be emailed to: [info@discusmadness.com](mailto:info@discusmadness.com).

### **Gift Certificate Returns:**

All gift certificates are final sale, no refunds or returns.

### **Unused/Unopened Products Returns:**

Returns on unused, unopened products with the product and product packaging in new condition will be accepted up to 60 days after the customer receives delivery on an order. The customer is responsible for paying the return shipping and the original shipping charges will not be refunded. To accept a return on a product we must be able to sell the product again as a new product. A copy of the invoice, or a note with the invoice # must accompany all products returned to us.

### **Damaged Product Returns:**

Returns on damaged products can be returned with the product and product packaging, up to 30 days after the customer receives delivery on an order. Damaged products will be replaced. A copy of the invoice, or a note with the invoice # must accompany all products returned to us.

Feel free to call 917-304-4334 between the hours of 10:00am to 7:00pm EST Monday through Saturday, or e-mail us 24/7 at [info@discusmadness.com](mailto:info@discusmadness.com) for any other inquiries.