

Live Fish Delivery Schedule

The following schedule shows *anticipated* delivery based on the day you place your order. As delivery issues (such as inclement weather) may arise, please wait for an email confirming the delivery date for your order.

If we need to contact you for any reason about your order, shipping of your package may be affected. Once your order is placed, you will receive a confirmation email with your order summary. Orders are subject to verification of payment information by phone or email.

Fish and Invertebrates

All Fish and Invertebrates are shipped via Next Day Shipping, unless you selected Saturday Delivery.

Order By 11:00 PM PT	Receive On
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Tuesday
Friday	Tuesday
Saturday	Tuesday
Sunday	Tuesday

If you are unable to receive your shipment during the week, Saturday Delivery is available for an additional **\$12.50** per order. Orders placed by 11:00 PM PT Thursday will be delivered on Saturday of the same week. Orders placed after 11:00 PM PT Thursday through Saturday will be delivered on the following Saturday.

Guarantee

Petco takes great care to ensure that the Live Fish & Invertebrates you order arrives safely and in healthy condition. All Aquatic Life are guaranteed to stay alive for 30 days from the day they arrive at your home or we will gladly refund your money.

Returns or refunds cannot be offered on Live Fish & Invertebrates that you decide you do not want. Please ensure the items you order are what you want before finalizing the order.

If you experience a loss of your marine fish, freshwater fish, or invertebrates within 30 days of delivery please contact Customer Relations at 877-738-6742.

- You must contact Customer Relations within the required time frame as stated above. No refund can be offered if contact is not made within these time frames.
- You must email the Customer Relations team a photograph of your specimen as proof of loss.
- Please do not mail any specimens back to Petco.
- Live Fish & Invertebrates refunds may only be given by contacting Customer Relations and cannot be given at any Petco store location. Live Fish & Invertebrates CANNOT be returned to any Petco or Unleashed by Petco stores.
- Please have your order number available when contacting Customer Relations.

Terms & Conditions

In order to ensure that the Live Fish & Invertebrates are kept in a safe environment, please be available to sign for the package the day that the order arrives. Please accept the package even if it is late, as it cannot be returned to the vendor. If you are not available to sign for the package, Petco can only guarantee a refund of the price of the Live Fish & Invertebrates and not the shipping cost.

If regrettably your Live Fish & Invertebrates arrives deceased, Petco will gladly issue a refund or a replacement. One-time replacements are issued at Petco's discretion and based on availability of the Live Fish & Invertebrates you ordered. If you signed for the package and a refund

is issued, you will also be refunded the prorated shipping cost for the deceased Live Fish & Invertebrates.

Live Fish & Invertebrates arrivals must be acclimated immediately upon receipt.

Petco recommends that all new Live Fish & Invertebrates be quarantined for 14 days. Petco will not refund or replace any existing Live Fish & Invertebrates that is injured or becomes ill as a result of introducing new Live Fish & Invertebrates to your aquarium.

Disclaimer: The Live Fish & Invertebrates information, temperament guidelines and care requirements provided on this web site are based on Petco's experience and research, and will be applicable in most cases. However, each specimen is unique and some Live Fish & Invertebrates care requirements may not match information from other sources. There are often differing opinions on the care of Live Fish & Invertebrates species, even among experts. Therefore, we encourage you to conduct your own research, especially if you have questions about best practices to care for your Live Fish & Invertebrates.

Backorders

In the event that your order cannot be immediately fulfilled in its entirety, we will ship the items we have in stock and the remaining items will be canceled from your order. You may reorder once they become available again.

Shipping Rates

The rates listed below are your shipping costs. There are no additional hidden charges for shipping, boxes, heat or cool packs, etc. Petco is a name you can trust.

Fish & Invertebrates

All Fish & Invertebrates are shipping via Next Day Shipping.

Live Fish Subtotal	Shipping Cost
Up to \$59.99	\$30.00
\$60.00 to \$174.99	\$35.00
\$175.00 or more	FREE!

If you are unable to receive your shipment during the week, Saturday Delivery is available for an additional \$12.50 per order. Orders placed by 11PM PST Thursday will be delivered on Saturday of the same week. Orders placed after 11PM PST Thursday through Saturday will be delivered on the following Saturday.