



# SBFISH.COM

## EXPERIENCE THE DIFFERENCE

### Variety with Special Attention!

We have an average of 600 fresh and frozen products available on a daily basis. Maintaining our vast inventory requires a loyal team of trained, hardworking staff who are busy around the clock! Most of our fresh fish arrives to us tonight and leaves our plant bright and early to be delivered to your kitchen tomorrow morning. We purchase even our imported product whole and fillet it by hand when an order is placed for the ultimate in quality control and freshness. Every fillet is inspected several times during the production process to ensure your complete satisfaction.

### To end with the best, you must start with the best!

Santa Barbara Fish Market has been in business since 2002. We purchase only the finest products from a select group of local and world-wide fishermen and producers. All of our suppliers and local fishermen are committed to the same standards and quality that we are.

### Satisfaction guaranteed!

Although we strive to be perfect in every way, we are still human. We guarantee our product and service. If there is a mistake on your order we will work with you to fix it as soon as possible.

### Not all fish are created equal

At Santa Barbara Fish Market, we pride ourselves on our quality and service. While our competition says that they are the best, we go to painstaking lengths to make sure the product you receive is consistently superior. We produce our product the old fashioned way, nothing is outsourced and no corners are cut. We purchase even our imported product whole, and fillet it ourselves when an order is placed. Purchasing whole product and producing our own fillets gives us a huge advantage in quality control, shelf life and eye appeal.



Santa Barbara Fish Market, Inc.  
117 Harbor Way #A  
Santa Barbara, CA 93109

Contact Us:  
Ph: (805) 965 - 9564  
Fx: (805) 884 - 5903

Website:  
[www.sbfish.com](http://www.sbfish.com)  
E-mail: [customerservice@sbfish.com](mailto:customerservice@sbfish.com)

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PRODUCT CATALOG SAMPLING

### CALAMARI

Frozen Calamari Steaks  
Frozen Squid Tubes, Rings and Tentacles  
Whole Octopus

### CLAMS

Live USA Littlenecks (Medium and Large)  
Live USA Manilla  
Frozen Clam Strips

### CRAB

King Crab Legs (Frozen)  
Snow Crab Meats/Clusters (Frozen)  
Dungeness Crab (Fresh/Frozen Live/Cooked/Meat)  
Local SB Rock Crab (Fresh/Frozen Claws, Whole)  
Blue Crab Meats (Lump, Special, Claw)

### COD

Fresh Black Cod  
Fresh Lingcod  
Fresh True Cod  
Frozen Alaskan Arctic Cod

### HALIBUT

Fresh Alaskan  
Fresh California  
Frozen Alaskan

### LOBSTER

Maine  
Santa Barbara Spiny  
Assorted Frozen Tails

### MUSSELS

Black "Hope Ranch"  
PEI  
Mediterranean  
Greenlip (pre-order only)

### OYSTERS

Live Pacific and Eastern  
Fresh and Frozen Shucked



### SALMON

Fresh Farmed Atlantic, King, Scottish, NZ  
Wild King, Coho, Keta, Steelhead, Sockeye

### SCALLOPS

Fresh and Frozen of all sized

### SEABASS

White Seabass (Santa Barbara, Mexico)  
Corvina, Grouper, Stripers, Chilean, many more

### SHRIMP

Wild and Farmed, All sizes and specs

### SNAPPER

Local Vermillion, Canadian, South Pacific

### SOLE

Fresh and Frozen Petrale  
Fresh and Frozen Dover

### SWORDFISH

Fresh and Frozen, Pacific

### TROUT/CATFISH

Fresh and Frozen, assorted sizes  
Basa/Swai

### TUNA

Ahi #1 and 2+, Pacific, Fresh and Frozen  
Albacore, Pacific

### EXOTICS AND SPECIALTY ITEMS

Caviar  
Escolar  
Mahi Mahi  
Orange Roughy  
Sardines  
Urchins (whole and uni trays)  
Tilapia (Fresh and Frozen, Fillet and Whole)  
Wahoo/Ono  
Yellowtail  
Shark (Thresher, Angel, Mako)

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## LIVE SHELLFISH STORAGE AND HANDLING

### MUSSELS, CLAMS AND OYSTERS

Keep temperature between 33 and 40 degrees Fahrenheit. Chilling below this temperature will kill the shellfish.

Keep your shellfish segregated in your cooler to prevent cross contamination.

Keep the shellfish in moist and chilled conditions. No live shellfish should be stored in the airtight container, the shellfish must be allowed to breathe.

Refrain from moving the shellfish back and forth between your cooler and prep area.

When stored properly, the shellfish maintain their high quality for up to 10-14 days from harvest.

Drain the product of any standing water. Whenever possible, leave the shellfish in the original shipping bag/box, but remove plastic. Keep the shellfish moist and covered.

Store with plenty of ice. The packaging in which they are held should allow for any melting ice to drain (do not keep the mussels in standing water)

The best method to keep the mussels in excellent condition is:

- Place them in a container with drainage holes in the bottom.
- Cover them with a thin wet towel or cheesecloth that will allow water through.
- Place a layer of ice on top of the wet towel or cheesecloth.



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# LIVE SHELLFISH



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## ORDERING OPTIONS

### DIRECT COMMUNICATION

Sales Staff are available during regular business hours to assist, advise and take orders over the phone

Monday – Saturday, 8 am to 4 pm at our Main Line: 805-965-9564

Or, you may call your sales representative directly and establish a working relationship that meets your ordering needs. Although we do not charge delivery fees, we appreciate a minimum order of \$100. We understand that sometimes you may forget an item on your order or need an additional delivery – if this is the case then we charge a \$10 "2nd order" fee.



### AFTER HOURS ORDER LINE

Our after-hours order line allows our customers flexibility on order placement. Simply call 805-965-9564 and press option 1. Please clearly pronounce your business name, your name and your phone number along with your order. This provides us the opportunity to contact you in the event we have questions regarding your order.

### SANTA BARBARA AREA

Santa Barbara Fish Market offers same day service 6 days per week, Mondays through Saturdays, and deadlines are as follows:

Orders placed:

- Before 7:30 am – Seafood will be delivered by 12 noon
- Before 11:00 am – Seafood will be delivered by 3 pm
- After 11 am – Seafood will be delivered by 5 pm
- After 3 pm-- Seafood will be delivered the next morning before 12 noon



### SANTA YNEZ VALLEY AND VENTURA

Santa Barbara Fish Market delivers 6 days per week, Mondays through Saturdays to Ventura and Santa Ynez Valley.

Orders placed:

Before 10 pm the night before—Seafood will be delivered before 2 pm the next delivery day.

### REGIONS THROUGHOUT CALIFORNIA AND OUT OF STATE

We are now shipping throughout California and beyond. We are using several overnight shipping companies based on your location. Generally, your deadline is noon the day before, but please discuss with your sales rep for overnight shipping details and deadlines.

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# ORDERING & DELIVERY



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## RETURN POLICY

We at SBFM strive to provide you, our customer, a consistent supply of the highest quality seafood products available worldwide at competitive prices. We stand behind our products by honoring all claims made according to the following set of guidelines:

### SHORT WEIGHT

Claims on shortages **MUST** be brought to the attention of our driver at the time of delivery. If shortages are agreed upon, our driver will make a note on the invoice. Our sales department should be notified immediately to discuss corrective action. Our billing department will issue a credit against the original invoice within 24 hours.

### MISSING/WRONG PRODUCT

If a product you have ordered is billed, but the product is absent or incorrect and as verified by our driver, our driver will note it on the invoice. Our billing department will issue a credit against the original invoice within 24 hours. Our sales department should be notified immediately to discuss corrective action.

### FRESH PRODUCT

Claims on Fresh product **MUST** be made within 24 hours of delivery. Notify our sales department immediately to discuss corrective action. Do not process, freeze or discard the product. The product must be maintained in its original packaging. After inspection of the product and approval for return, a credit will be issued within 24 hours. On cash terms, the amount of credit will be deducted from the next purchase.

### SHELLFISH

SBFM prides itself on hand inspecting all shellfish before they are shipped to you. Should you have a claim it should be brought to the attention of our driver at the time of delivery. If the claim is agreed upon, our driver will adjust the invoice. Pay the corrected amount. Claims on shellfish will be honored after delivery. Ask your sales person for tips on handling and storage, for without extreme care the mortality rate of your shellfish will be high.

### FROZEN PRODUCT

Claims must be made within 7 calendar days from receipt. Note: Great care must be taken to ensure that the product remains frozen while in your care. We cannot issue a credit for product that has not been handled and stored correctly.

### OTHER PRODUCTS

Claims on miscellaneous other products must be made within 24 hours of delivery.



**\*\*Please note:** We will not honor claims if the product is ordered, handled or stored incorrectly. Please plan ahead. Please contact us if you have any questions. Thank you for your cooperation and continued business!

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# RETURN POLICY

# Business Credit Application

Santa Barbara Fish Market, Inc.

117 Harbor Way # A 93109 CA

Tel: 805-965-9564

Fax: 805-884-5903

## Name/Address

Last:	First:	Middle Initial:	Title
Name of Business:			Tax I.D. Number
Address:			
City:	State:	ZIP:	Phone:

## Company Information

Type of Business:	In Business Since:			
Legal Form Under Which Business Operates:				
Corporation <input type="checkbox"/>	Partnership <input type="checkbox"/>	Proprietorship <input type="checkbox"/>		
If Division/Subsidiary, Name of Parent Company:	In Business Since:			
Name of Company Principal Responsible for Business Transactions:	Title:			
Address:	City:	State:	ZIP:	Phone:
Name of Company Principal Responsible for Business Transactions:	Title:			
Address:	City:	State:	ZIP:	Phone:

## Bank References

Institution Name:	Institution Name:	Institution Name:
Checking Account #:	Savings Account #:	Home Equity Loan:    Loan Balance:
Address:	Address:	Address:
Phone:	Phone:	Phone:

## Trade References

Company Name:	Company Name:	Company Name:
Contact Name:	Contact Name:	Contact Name:
Address:	Address:	Address:
Phone:	Phone:	Phone:
Account Opened Since:	Account Opened Since:	Account Opened Since:
Credit Limit:	Credit Limit:	Credit Limit:
Current Balance:	Current Balance:	Current Balance:

I hereby certify that the information contained herein is complete and accurate. This information has been furnished with the understanding that it is to be used to determine the amount and conditions of the credit to be extended. Furthermore, I hereby authorize the financial institutions listed in this credit application to release necessary information to the company for which credit is being applied for in order to verify the information contained herein.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date