



Ordering of Live Fish for Courier Delivery - Terms & Conditions

Wharf Aquatics has been supplying quality fish to fishkeepers and hobbyists for more than thirty years. We make the health of our fish our top priority and will only supply stock that we believe to be in good condition and fit for shipping.

In the interests of animal welfare, before we can accept your order, you must confirm that:

1. you will be present on the designated day to accept and sign for the delivery
2. you are over 16 years of age and able to accept legal responsibility for the livestock
3. you have a mature aquarium of suitable size for the type and quantity of fish or inverts you intend to order
4. in addition to the delivery address, you are able to supply a valid email address and contact telephone number
5. you have read and understood our terms and conditions below.

Please ensure prior to ordering that any fish or inverts that you intend to purchase are suitable for the aquarium setup that you have, as due to the packing and shipping procedures required, we are unable to exchange them after purchase. We will, however, always be happy to offer advice.

In particular, please ensure:

-that they are compatible with each other, and with your existing livestock

-that you don't order too many fish at once, and that the aquarium is fully matured before adding new stock

-that you contact us in advance if you have any doubts about the suitability of any species for your aquarium

Please contact us before you place an order if you are unsure about the correct water conditions and feeding requirements for any fish you would like to order. Many fish and inverts have specific requirements, please do not order them unless you are confident that you are able to look after them correctly and house them appropriately, taking into account their eventual adult size.

Fish sizes given are approximate, although we will always try to be as accurate as possible. Where requested we will attempt to correctly sex fish, but this cannot be guaranteed with some species, especially with juvenile fish.

Any photos displayed or supplied will always be of our own stock, unless otherwise stated. For larger specimen fish, specific adult fish, rarer oddball fish, etc, we will attempt to supply clear images of the actual fish. For smaller shoaling species such as tetras where this is not possible, the fish pictured will be representative of current stock.

Please note that for some larger fish, particularly predatory fish, it is necessary to withdraw food for a period before shipping, to prevent them fouling the water, or the possible regurgitation of food. For this reason, we will only be able to ship these fish if we have advance notice of at least 3 days, so please take this into account with the timing of your order. Please contact us if you would like further advice on this.

Packing

Livestock will be packed in at least two polythene bags of appropriate size, with the correct amount of water. Note that this will usually be no more than one-third of the volume of the bag, as it is necessary to leave a large air gap. The bags will then be fully inflated with pure oxygen.

Bags will be packed inside polystyrene boxes and marked with Live Fish tape/stickers. Inflated empty fish bags may be added if there is excess space to minimise movement during transport. In cooler temperatures, we will add heat packs as deemed necessary.

All livestock will be supplied with an information sheet containing details about the water that the fish has been kept in prior to dispatch, to aid you with the acclimatisation process when you receive your order.

Large, aggressive or spiny fishes will be packed individually. Although our livestock deliveries are a next day service, all livestock will be packed to survive a 48 hour journey as a precaution.

All charges are on a per box basis and include packing, polystyrene boxes and heat packs where necessary.

Shipping

The minimum order for shipping livestock is £25.00 (excluding shipping charges).

The cost for sending one box of fish up to 15Kg in weight is £39.95 (please note that the rate was increased by the courier from Feb 2021 due to service changes to maximise welfare standards).

All livestock will be shipped by APC Overnight courier. Unless otherwise agreed, your order should arrive by noon on the day after it is shipped.

Livestock courier delivery service is only available to addresses in the UK mainland, excluding the Scottish Highlands. Please contact us with your postcode to confirm that we can ship livestock to you.

Livestock will be shipped on Tuesdays, Wednesdays or Thursdays, for arrival on Wednesday, Thursday or Friday (allowing for bank holidays).

Any orders that have been received and fully processed before 11am will be shipped the same day for arrival by noon the following day (it may be slightly later for some areas, and up to 4pm for Scotland). Any orders received after this time will be carried over to the next available day. Your delivery day will always be confirmed as part of the order process.

You must be available to accept your fish and to sign for delivery, the Live Arrival Guarantee applies only to livestock delivered at the first attempt.

Each box is charged for separately, and all costs must be paid in full before fish are despatched.

On Receipt

Your order should reach you in perfect condition, although certain species may appear subdued or paler than usual – this is often a normal reaction to the stresses of shipment. As long as your new stock is acclimatised correctly, you shouldn't have any problems.

Turn off the aquarium lights and float the sealed bags containing your new arrivals on the surface of the water for around 20 – 30 minutes to allow the water temperature to stabilise.

When the water temperature has equalised, open the bags and roll the tops back so they are still floating before adding a small amount of aquarium water using a container or by gently tilting the bags. Continue mixing water every few minutes for a further 10-15 minutes, before releasing your new fish by netting them from the bags. Certain spiny fish such as suckermouth catfish may be easier to transfer by hand. Remove the bags of shipping water for disposal.

Please ensure that tank covers are in place after introducing your new fish, as they may be more likely to jump when settling into a new environment.

Do not be too concerned if your new fish hide away for the first day or two or don't seem interested in feeding straight away, this is not unusual when settling into a new environment. If you have any concerns about your new purchases, please contact us for advice.

Livestock Live Arrival Guarantee

We will only ship healthy fish and invertebrates in the best possible condition, but there may be occasions when something goes wrong. For this reason, we provide a live arrival guarantee.

All claims for dead fish or invertebrates must be made by telephone or email on the same day the delivery is received.

Any guarantee claims must be supported by a photograph of the casualty and we may also ask you to post back the dead fish, so please do not dispose of them until we have dealt with the claim. Dead fish can be kept in a sealed plastic bag in a freezer.

No guarantee will be offered on any livestock that is not signed for at the first delivery attempt.

Any losses that qualify for the guarantee will be replaced or refunded at our discretion.

The guarantee covers only the value of the livestock and does not include the cost of shipping.

Unfortunately we cannot provide any guarantee for fish or invertebrates after they have been added to your aquarium, as water quality and other factors are beyond our control. However, we are always happy to advise on any issues you may have, to try and get to the bottom of any problems you may experience.