

## How We Process Live Fish Deliveries



**Weekday Standard UK delivery cost is fixed at £20 for any number of fish per order.**

**Weekday insured UK delivery cost is fixed at £30 for any number of fish per order**

All animals are shipped by DX Courier. This is one of the only couriers in the UK licensed to transport live fish. Here's how the fish is delivered to your destination:

- Once we receive your order, we will arrange a delivery date through DX. You must agree on a date where you will be available at home to receive the fish.
- Please make sure you provide a valid mobile phone number and email address. Avoid delays by providing up-to-date contact information at checkout. Keep an eye on your email and spam folders.
- Delivery delays are possible. For welfare reasons, couriers will not ship live fish when daytime temperatures are excessively hot, or when night-time temperatures are near or below freezing. DX will contact you every step of the way.
- In the unlikely event you do receive any fish that are deceased, please deal with any live fish as a priority.
- Please photograph/video the dead fish in one picture together and contact us. Do not dispose of the fish until we have agreed a refund or replacement.
- Photograph the box, bag, and packaging. If possible, do not sign for damaged goods until you have contacted us first.
- We do not accept returns.

## Areas We Deliver Live Fish

Live fish cannot be shipped internationally or to postal code areas that cannot be reached within a timeframe that compromises welfare in transit (subject to change).

### England:

We can ship to all parts of the UK but are limited to the Isles of Scilly and other tidal areas such as Barrow-in-Furness and the Holy Island of Northumberland. We can also ship to the Isle of Wight. Congestion charges may apply for deliveries to Central London E1, EC, SE1, SE11, SW1, WC and W1 postcodes. Channel Islands and I.O.M:

There is currently no service to Guernsey, Jersey or the Isle of Man.

### Ireland and Northern Ireland:

There is currently no service to Ireland or Northern Ireland.

### Scotland:

We can ship to most of the Scottish Lowlands with limited service to the Highlands. We cannot ship to the following Scottish postcodes:

AB30-56, DD8-10, DG3-DG14, FK17-21, HS, IV, KA18-19, KA26-28, KA29-30, KW, PA20-78, PA80, PH3-50, TD, ZE.

### Wales:

We can ship to all parts of Wales except postcodes LL35 to LL48.