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Terms and Conditions

AquaTech Imports (ATI) is a supplier of high-quality, healthy live animals, but despite the constant attention to water quality, disease, and packing, a small percentage of mortality is inevitable. Therefore, ATI requires that _____ (Customer) absorbs 3% of the cost of the DOA (dead on arrival) mortality on any shipment. If there is more than 3%, ATI will issue credit for the amount in excess of 3% to Customer's next order from ATI, upon receiving pictures of the DOA animals in claim within 12 hours of Customer's receiving the shipment.

Any mortality or damage to the boxes must be reported by Customer to the freight carrier immediately upon receiving shipment from ATI. ATI will use their best efforts to assist in the claim to the degree reasonably possible but the claim must be initiated by Customer.

The consignee accepts full responsibility of full payment for the purchases invoiced. Any dispute of these purchases will be negotiated first by ATI with Customer, and then referred to lawyer for collection if not paid by Customer. ATI will have the right to collect any collection fees accrued in the proceedings to collect payment.

Customer, regardless of terms approved by ATI, must have a Credit Card Authorization form on file with ATI, to be used as a backup if the payment is not made to ATI in accordance to the agreed terms.

Customer is required to have a valid business license and proof of tax ID to purchase from ATI. ATI's business is strictly wholesale and is not open to the public.

ATI reserves the right to refuse business to any Customer. All prices are subject to change without notice. ATI strives to keep prices consistent but as freight costs change constantly, ATI may need to adjust prices to account for cost increases/decreases from ATI suppliers.

ATI does not guarantee to have all stock listed on the stock list at all times. As some items are rare, ATI may only have 1 specimen of a species at any given time. All business is first come, first serve, unless otherwise approved ATI by management.

ATI is not associated with any other wholesale or retail company, and any similarities in box lots, offers, or sales are strictly coincidental.

Walk-in Customers who pick their own product agree that all product is in good health upon purchase. ATI is not responsible for DOA's incurred in transportation and acclimation.

ATI requires a minimum of \$350 for all orders. However, a \$1,000 minimum is required the first day after a shipment, or to "cherry-pick." All delivery orders under \$500 will be subject to a \$30-\$50 delivery charge, based on mileage.

Customer Name: _____

Name: _____

Title: _____

Date: _____