

## Returns policy

Little Fish Aquatics UK will offer a full or partial refund for any goods that arrive damaged including delivery costs but please contact us before returning, as we may arrange for a courier to collect or have the parts needed to repair the damaged goods. We will also require a photo or some evidence of the damage/malfunction if possible. If the goods are returned and found to be in perfect working order, then we will charge for the return delivery.

You have the right to change your mind if the product(s) isn't quite what you wanted (this excludes livestock) but you, the customer will be liable to pay the return costs, you'll receive your refund on arrival of the unwanted goods. Please ensure you choose a suitable shipment method to ensure delivery. We are not liable for goods lost in transit.

With regards to livestock we strongly urge you to contact us before making any purchases especially if you are unsure of the sizes, nature or requirements of any of the species. If you do not make contact but place an order with us we may reach out to you to discuss the order and reserve the right to cancel an order if we feel the livestock is not suitable for you in which you will receive a full refund.

Any other queries, please get in touch so we may reach a resolution that is acceptable to both parties.

## Delivery Information

As we are a small business local to West Norfolk there will be a delivery charge for anyone who lives further than the postcode of PE31, anyone who lives within 50km of the store may be eligible to sign up to our free delivery service the only condition aside from distance is minimum spend of £50 in one order, you may combine orders to reach this minimum if it is delivered to the same address on the same day.

If there is going to be a delay of more than 5 working days, then we will contact you to let you know. If this is a problem, you can put a note on your online order asking if it's possible to give your order priority.

There is a range of delivery charges depending on what goods you choose, the livestock delivery being £26.00 for example and larger or heavier goods like substrate or electrical equipment charges are £8.95, if you decide to purchase both substrate and livestock you'll only need to pay the livestock charge of £26.00, even if the substrate gets sent separately you pay one delivery fee usually being the highest.

All above prices include VAT

We prefer to supply ENGLAND mainland only If you live in Scotland, Wales Highlands, or Islands please enquire before placing an order as difficulties getting your order to you in good time can occur.

Livestock is not an option for anyone outside of ENGLAND as we prefer to hand deliver all possible orders and ensure next day couriers are used for the ones we can't. If you live in a rural area that often receives late deliveries please make a note on your order or contact us so we can ensure their safe arrival with you.

Once your livestock order is placed if you haven't contacted us already we will reach out to you to ensure they are suitable and to arrange a day the delivery can be taken.