

## Duketown Stingrays V.O.F - Terms and conditions for buying fish

### Poison

- *A stingray is a dangerous fish; it has poisonous barbs on its tail!*
- *Duketown Stingrays takes no responsibility for any accidents due to any form of contact with the stingrays we supply.*

### Before you order

- *Read up on keeping stingrays and other fish so you know the basics.*
- *Provide an aquarium with water parameters that are suitable for the fish you intend to order/keep, stingrays grow large and need a big tank.*
- *Fish cannot be returned or swapped.*
- *Many countries require an **import license**, get this sorted out first before you order. Look for an import agent that can help.*
- *Make sure stingrays are legal in your country/state.*

### Ordering

- *Orders can be done in the webshop or by email, once an order is confirmed the payment must be received within 7 days unless agreed otherwise.*
- *Once a payment has been made there will be no refunds unless we cannot supply the ordered fish.*

### Pricing

- *All prices on the webshop are excluding 21% VAT.*
  - **No VAT** will be calculated for companies ordering from outside The Netherlands.
  - For regular customers (not company), ordering from outside the European Union, **no VAT** will be calculated.

### Payment

- *Payment for the order can be transferred to bank account (IBAN) NL23 INGB 0006 5083 06, to the attention of Duketown Stingrays, s-Hertogenbosch, The Netherlands.*

### Shipping

- *A shipping date will be agreed upon within 14 days after the payment is received unless agreed otherwise.*
- *Duketown Stingrays will provide a health certificate and an invoice. Our export agent will take care of any additional export papers.*
- *Buyer is responsible for all paperwork on their side, for example: **import license** (many countries require this), tax forms etc!*

### Arrival

- *Problems with fish or D.O.A. (death on arrival) must be reported within 12 hours of arrival. Photos according to our wishes must be provided as proof.*

- *We take no responsibility for the fish after they have been put in the buyer's aquarium, as we have no control over the water parameters in the tanks.*

*Duketown Stingrays V.O.F. Terms & Conditions version 1.3*