



5595 Auburn Rd. Shelby Twp., MI 48317 PHONE 586.799.2080 FAX 586.726.0779 EMAIL sales@detroitcoralfarms.com

Shipments

We carefully package all shipments so they can withstand long trip hours while considering freight cost. All shipments leave our station and received by the carriers in perfect condition. If you receive the boxes in less than perfect conditions, such as kicked in boxes, torn boxes, or broken boxes, please file a damage/loss report the carrier at the time of pickup. It is important to take photo documentation of the damage boxes to facilitate your claim with the Airlines or Fedex. The same applies for delayed shipment. The shipment should not be refused for any reason. After we drop the shipment off at the Airport or FedEx, Detroit Coral Farms assumes no responsibility and does not accept any claim for loss and/or damage to the livestock caused by delayed flight of Carrier or Fedex negligence/mishandling. This especially applies to all Fedex shipments. All damages are under the care of the Airline, Fedex or other shipment Carrier, and it is the sole responsibility of the Shipment Carrier or Fedex. Therefore the claim must be filed with the Shipment Carrier or Fedex.

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INITIAL

DOA (Death on Arrival)

We regularly check the DOA with our customer and we gladly report that there is less than 5% DOA per shipment due to our strict selection process and our arrangements to make sure the flights get here to Detroit without any delays. We ask the customer to absorb the first 5% of DOA losses. All DOA above 5% should be reported no later than 24 hours along with digital photo documentation. Furthermore, we will investigate with our collection station and the customer about probable cause of loss. If the DOA is due to negligence on our part, we will work the customer to ensure that they are taken care of in a proper manner. Any DOA causes by delayed flights of any Shipment Carrier or by Fedex due to negligence/mishandling by the Shipment Carrier or Fedex, should be directed to the Shipment Carrier, Airline or Fedex at the time of pick up. Note: however, Detroit Coral Farms reserves the right to refuse any DOA claims for any reasons. Note all DOA caused by Fedex is the sole responsibility of the customer.

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INITIAL

Live Stock Fill Rate

When we update our stock, we send out an email and also post it on our website. Therefore in the event that the coral/fish quantity is less than the total quantity ordered, we will share the fish with the other customers who also ordered the same coral/fish. For example, if there are only 20 coral on a particular week, and there are 4 customer's ordering 10 each, then we will give 5 coral each customer. This implies that your fill rate may not be fully met.

X _____
INITIAL

Shipping Fees

All Airline shipping fees are to be paid at time of pickup from the airport
All FedEx shipping fees will be included and must be paid prior to shipment
All Local shipping fees will be included and must be paid at delivery

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Unpaid Shipping Fees

I, as the customer, am responsible for all shipping charges when receiving shipments from Detroit Coral Farms. If any shipments previously arranged to be paid for by Detroit Coral Farms, then I, as the customer, am to make sure I pay for shipping fees when I pick up my box. Any shipments that are not paid for by me without the consent of Detroit Coral Farms will be charged to my credit card on file, when bill arrives from carrier. Detroit Coral Farms will contact me if and when this may occur.

X _____
INITIAL

X _____
Signature (applicant / buyer)

Date _____

Print Name (For Legibility)

Company Name

*** **SUBMIT COPY OF TAX LICENSE OR RESALE PERMIT TO BE COMPLETE*****



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