



Thank you for your interest in Dynasty Marine. Below I have enclosed some further information about our company:

Dynasty Marine Associates, Inc. is a wholesaler in the Florida Keys specializing in Caribbean saltwater fish. We are known for our quality and offering the largest selection of Caribbean livestock in the world. Additionally, we will custom collect any denizens of the Caribbean Sea at your request. We typically achieve 90% fill rates on our orders with a 98.5% or better live arrival rate to all areas of the world.

We hand collect almost all of our fish with our own team of divers working on our custom built ocean going 42' catamaran, Katrina. All of our collecting is environmentally friendly because we care about marine life and their habitat.

Additionally, we keep your fish for at least one week to quarantine and assure their health in a large facility run by several marine biologists with extensive fish handling experience. Our marine biologists and even our vice president, pack your fish so we can be sure we are sending out only the highest quality livestock. These are some of the reasons, we are happy to guarantee the live arrival of our fish—we have the utmost confidence in our product.

We pack our domestic orders on Tuesday afternoon so that we can ship out on the first flight on Wednesday morning. Our international orders are generally packed on Monday morning and shipped out that afternoon. Our stock list changes weekly and is emailed each Wednesday and posted on our website every Thursday. Be sure to check out our specials page, which you can receive upon request, this is where we post all of our sales and new and interesting items.

Our professional and educated staff would be pleased to become one of your providers. We urge you to evaluate our stock list and explore our website for further information.

Thanks and we look forward to working with you!
Dynasty Marine Sales

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General Information

Airline Information

For all air freight handled by the major airlines it is necessary for you to make your own arrangements for collection from the cargo depot at the airport. Their cargo services **will not** deliver your perishables cargo to your door. Fed Ex service is available for door to door service, but cost of shipping is usually at a premium to standard air carriers. The cost for air freight charged by the airlines varies depending on location.

It usually takes a minimum of half an hour after flight arrival before freight is available for collection. When the cargo is collected it is important to check the airway bill to see how many boxes have been sent to insure you collect the correct number of boxes. It is also important to make sure that you have not been given someone else's boxes by mistake.

Please provide the necessary information for correct labeling on your boxes, especially if you have unusual requirements for couriers etc. It is best to provide an after hours phone number so the airlines can contact you anytime if necessary.

It is also essential that you **do not rely on the airlines to contact you** as they frequently don't. The responsibility falls on you to contact the airline regarding your fish arrival. It is wise where possible to phone the airport for flight arrival times before going to the airport for collection as changes to flight schedules can occur.

Dynasty Marine Associates Inc. (DMA) does all it can to provide flight information as accurately as possible. However, we frequently find out after the fact that changes have been made. Sometimes flights are delayed but more often the cargo handlers don't carry out the arrangements as previously indicated to us. This is totally out of our control and we thank you for your understanding on this problem in advance.

Packing Costs

DMA has a box charge (\$17.50) per super shipper airliner box, (\$17.50) per tall super shipper airliner box, and (\$125.00) per jumbo box which will be indicated on your invoice. DMA will also add ice or heat packs (\$2.00 ea.) as their staff of marine biologists deem appropriate. For domestic shipments there is a \$30.00 transport fee per order or \$75.00 transport fee for international orders to the airport.

Placing Orders

Orders can be placed over the phone Monday – Friday from 8am to 5pm eastern standard time or via Fax or Email 24 hours a day, 7 days a week. DMA packs its regular domestic business Tuesday afternoon for Wednesday late morning or early afternoon arrival.

When placing orders, please complete all information requested on the order form/stock list. Also please include your phone number and shop name where indicated.

A stock list is prepared and emailed out weekly. This is usually done on Wednesday. While orders are completed as best we can, the supply of fish depends greatly upon when the order was received. We keep many specimens in stock but most of the time we collect based upon what is ordered for the week.

Sometimes special requests are made for specific fish. We will try our best to provide these items from a 'wish list' however frequently such specific fish are not common and it is difficult or impossible for us to provide them. If a specific fish is requested, typically a 50% deposit is required.

Minimum Order

Domestic minimum orders are \$300. Due to the extensive amount of paperwork associated with international orders, the minimum is \$1000 for Canada and \$2000 for all other international orders.

Payment Information

Dynasty Marine Associates accepts most major credit cards including Visa, Master Card and American Express. For all credit card payments accounting will pre-authorize payment on your pro-forma invoice amount prior to packing of the shipment. The accounting office will then charge the final amount after packing. Please inquire if you have further questions. Terms may be established and company checks may be accepted once a company has founded a reputable relationship with DMA and credit references have been checked.

Please read our terms and conditions. This may also answer some questions that you may have.

If you have any further questions please contact us at 1-305-743-2247.