



POLICIES & PROCEDURES

Invoices and work orders include maintenance work and the cleaning of system equipment. They do not, however, cover the replacement of equipment in the event of failure. The only warranties applicable to the products are the manufacturer's warranties which are the responsibility of the customer to complete and register. Our trained technicians will work to ensure the success of your aquarium using over 50 years of combined knowledge and experience in the industry, however, Aquarium Headquarters will not be held responsible for any loss due to mechanical failure, customer error or acts of God.

Aquarium Headquarters is a fully insured company and will provide Certificates of Insurance (COI's) with customer's name personally labeled at no additional charge. This request must be in writing. If our technicians are found to be negligent for any damages inflicted on customer's property, we will make restitution. Using our experience and knowledge, we will do our absolute best to maintain your aquarium and keep it in excellent condition under the natural laws that govern aquarium science and hobby. Aquariums are synthetic casings that contain live inhabitants with varying lifespans and in many cases have an unknown history since they are often caught in the wild. Every aquarium is different, just like a fingerprint and cannot be diagnosed due to the comparison to another aquarium. With this in mind, Aquarium Headquarters cannot be held responsible for the death of livestock due to unknown causes, natural causes or aggression from aquarium inhabitants.

All of our fish, coral, invertebrates and livestock is inspected and quarantined before introduction to your aquarium and comes with a 14 day in store credit guarantee. This guarantee is that the deceased livestock will be replaced with an inhabitant of equal or lesser value that is deemed safe (but not guaranteed safe) for the aquarium's existing inhabitants and is based upon availability. Deceased fish or livestock must be reported immediately or guarantee is void. This guarantee is void in the event of customer error or natural disaster.

It is the customer's responsibility to ensure the service tech access to the aquarium immediately upon his arrival at the customer's location. If a service is missed due to the service tech not having access to the aquarium or is denied a parking spot within 100 yards of the building entrance, payment for service is still due in full by the customer within 24 hours (unless we arrive outside of scheduled time frame). Aquarium Headquarters does not perform "one-time" cleanings randomly at the customer's convenience throughout the year (see Terms of Service Form under "Policies & Forms" on our website).

Any additional work or services such as repairs, modifications, improvements, emergency services and deliveries are not included in regular service prices and are subject to additional charges. Payment is due at the time of service. For the convenience of both parties, automated payments through credit card are available and highly encouraged (see Credit Card Authorization Form under "Policies & Forms" on our website). A non-negotiable late fee in the amount of \$35 will be assessed PER INVOICE and on the first of every month thereafter if payment is not received within 24 hours of service date. Cancellation of service requires written notice by customer 30 days prior to last scheduled service. Aquarium Headquarters reserves the right to suspend, terminate or deny business to anyone at anytime. Customer agrees to be held responsible and pay for any attorney fees, legal fees and court costs or interest associated with the collecting of delinquent balances or damages to company / company property.

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TODAY'S DATE: ____ / ____ / ____

SIGNED BY: _____

(Please Print Name)