

## Shipping & Returns Policy

### 1. Our Commitment to Quality

At Hydralife Institute, we are committed to delivering high-quality, live products to our customers. We captive grow, aquaculture, study, and care for everything we sell, ensuring that you receive the best possible products.

### 2. Shipping Process

#### 2.1 Packing and Shipping

- All products are packed fresh, healthy, and dense on the day of shipping.
- We utilize various carriers to ensure your order arrives at your location as quickly as possible.

#### 2.2 Delivery Timeframes

- Hydralife evaluates carriers to attempt to provide you your package soon after it is shipped.
- Please note that transit can be challenging for livestock, especially if a carrier experiences delays.

### 3. Upon Receiving Your Order

#### 3.1 Inspection

- Immediately upon receipt, inspect your order to ensure everything is alive and has survived the trip.

#### 3.2 Acclimation

- After inspection, properly acclimate the live products before adding them to their intended environment.
- The jars and packaging used for delivery are not designed to support life after the shipment is complete. Please transfer your products to an appropriate habitat promptly.

### 4. Live Arrival Guarantee

#### 4.1 Our Promise

- Hydralife Institute guarantees that you will receive your products alive and healthy.

#### 4.2 In Case of Issues

If your order or part of it does not arrive alive:

1. Email [customerservice@hydralife.org](mailto:customerservice@hydralife.org) within 12 hours of delivery.
2. Include in your email:
  - Clear photos of the affected products
  - A detailed description of the issue



- The date and time you received the order
3. We will review your claim and either:
- Credit your account for the affected items, or
  - Resolve the issue through replacement or other means

#### **4.3 Limitations**

- We are unable to credit shipping costs.
- Claims must be made within 12 hours of delivery for consideration.

### **5. Returns Policy**

#### **5.1 Live Products**

- Please do not return live products to Hydralife Institute.
- Our live products and their packages are designed for single-use shipping and will not survive a return shipment.
- Hydralife Institute is not responsible for any shipping-related costs if you decide to ship live products back to the company.

#### **5.2 Non-Live Products**

- For non-live products (e.g., equipment, food), please contact [customerservice@hydralife.org](mailto:customerservice@hydralife.org) for return instructions.
- Returns must be initiated within 7 days of receipt and the product must be in its original, unused condition.

### **6. Sustainability**

Many of the containers and shipping materials Hydralife Institute uses are recyclable. We encourage you to recycle them responsibly in accordance with your local recycling guidelines.

### **7. Contact Us**

If you have any questions about our Shipping & Returns Policy, please contact us at:

Email: [customerservice@hydralife.org](mailto:customerservice@hydralife.org) Address: Hydralife Institute: 1008 S. Jason St. Denver, CO 80223

We are committed to your satisfaction and the well-being of our products. Thank you for choosing Hydralife Institute.

