

We at J&L Aquatics would like to thank you for purchasing your quality livestock from us. Read on to discover how to acclimate your arrivals to their new home, report and document any issues that may have arisen, and for helpful tips/tricks that make both processes easier.

## INITIAL INSPECTION

Upon opening the box, take note if there appears anything wrong with your order, so that we can help as soon as possible. Leaking bags, cold water, missing dry goods or even a missing invoice are all issues you may need to document. If anything is wrong, we apologize in advance and look forward to helping make things right.

- If an animal has died upon arrival, please proceed to the “**Livestock Guarantee Claim**” section at the end of this document.

## ACCLIMATION

The next thing to do is to acclimate the animals to the water of your aquarium. Remember, your critters have probably been in transport for many hours and simply dumping them in the aquarium will be a drastic (and possibly fatal) shock to their system. To help in this regard, we have outlined two different yet acceptable acclimation procedures that will simplify the process, and ensure you are doing what is required of our livestock guarantee (last page).

Before we begin, take note:

- When placed together in a confined space, many animals will fight, or be predatory. Use caution! Always be aware of what you are acclimating.
- J&L Aquatics employs small amounts of Copper in our fish systems, in order to prevent parasite infections. In addition, some fish may be shipped with medication added to the shipping water to ensure a safe trip. Do not mix this water with invertebrates & corals during acclimation, and do not add the water to your aquarium.

## SIMPLIFIED ACCLIMATION PROCEDURE

These simplified acclimation procedures are the minimum that we at J&L Aquatics recommend for introducing new animals to your aquarium. These must be followed in order for our live arrival guarantee to apply.

1. Turn off your aquarium lights (reduces stress), and float the **unopened bag** for 15-20 minutes to equalize the temperature in the bag with that of your aquarium.
2. Open the bag, and float in your aquarium.
3. Add 1 cup of aquarium water to the bag.
4. Wait 7-10 minutes, and add 1 cup of aquarium water to the floating bag.
5. Repeat steps 3 & 4 until bag is almost full.
6. Remove half of the water from the bag and repeat steps 3 & 4 until bag is almost full.  
**Do not add the waste water to your aquarium!**
7. Remove your fish or invertebrate from the bag and add to your aquarium.

***Dispose of the waste water.***

8. Leave your aquarium lights off for at least 12 hours. This will allow your new arrival time to adjust to its new home, and will help reduce harassment from your existing animals.

## **PREFERRED ACCLIMATION PROCEDURE**

These are J&L Aquatics preferred acclimation procedures. When we receive new stock, this is the method with which we acclimate them (although for a longer period of time). Following these procedures will ensure that you are doing everything possible to ensure that your new specimen will have the best chance for success in your aquarium.

Our fish and corals are from separate systems. Do not acclimate these together!

1. Open the bags which the animals were shipped in, and add these to a clean, empty Styrofoam container.
2. If acclimating corals/invertebrates proceed to step #3. For fish acclimations add Kordon's Amquel Ammonia Detoxifier and NovAqua Slime Coat Protectant to the shipping water in the Styrofoam container.
3. Set-up a slow drip (approximately 2 drops per second) from your aquarium to the Styrofoam container. Let this drip for one hour.
4. Remove half of the water from the Styrofoam container and increase drip rate to a "slow trickle" for one half of an hour.  
***Do not add the waste water to your aquarium!***
5. Remove half of the water from the Styrofoam container and increase drip rate to a "fast trickle" for one half of an hour.  
***Do not add the waste water to your aquarium!***
6. Remove your fish or invertebrate from the container and add to your aquarium.  
***Dispose of the waste water.***
7. Leave your aquarium lights off for at least 12 hours. This will allow your new arrival time to adjust to its new home, and will help reduce harassment from your existing animals.

**Note: For more sensitive animals (nudibranchs, cucumbers, echinoderms, cephalopods), increase the acclimation procedure accordingly. Remember, the longer the better!**

## **ONCE ACCLIMATED – FISH & INVERTEBRATES**

Once acclimated, we recommend all fish are placed in a quarantine tank (a.k.a. QT or hospital tank) so that they can be observed for a period of time. This time is used to allow them to gain strength after transport, and to detect any unforeseen health issues that may be arising. If you notice anything of concern, please contact J&L Aquatics livestock staff for advice and recommendations.

Invertebrates are generally safe to place right in to the display aquarium after acclimation.

## **ONCE ACCLIMATED – CORALS**

It is possible to quarantine corals, but most people find great success simply giving their corals a "dip" before putting it in their aquarium. It is a widely accepted practice to dip corals in a special preparation that helps remove unwanted "hitch hikers"; pests which may damage the coral over time. Some common pests include nudibranchs, flatworms, crabs, and snails.

Our favorite dip is Coral Rx. Using it involves putting the preparation in a container of salt water and then submerging corals for 5-10 minutes before gently shaking them to dislodge the pests. Most will fall right off, but some such as sundial snails need to be removed by hand. Keep in mind the dip does not harm eggs the pests may have laid on the coral or its rock. This is the reason some choose to quarantine corals as well. Repeat dipping may be necessary.

## **THANKS AGAIN!**

Again we wish to thank you for your purchase with us. Now that your animals are in your hands we're still here for you- contact us by email [sales@jlaquatics.com](mailto:sales@jlaquatics.com) or phone 1 (888) 840-1146 and we'll do everything we can to help you. We wish you many years of success with your new additions!

If problems arise inside of 24 hours, please proceed to the next section.

## **LIVESTOCK GUARANTEE CLAIM**

Stated simply, you can make a claim for a deceased animal within 24 hours of receiving the shipment, as long as you have a photograph and you've acclimated as we have outlined. There are some exemptions to this, and to keep things simple we've created a FAQ:

### **WHAT ANIMALS DOESN'T YOUR LIVE ARRIVAL GUARANTEE COVER?**

The following animals are known to be extremely sensitive to changes in environment and are exempt from coverage:

- *Starfish & Brittle Stars, Urchins, Sea Cucumbers, Cephalopods & Nudibranchs.*

### **IN WHAT CIRCUMSTANCES AM I NOT COVERED?**

Here is a list of the cases where coverage is not provided:

- The animal is a replacement from a previous claim.
- The shipment was not sent by UPS Express, or air cargo (Air Canada, Westjet, Hawk Air, Harbour Air, Central Mountain Air, Pacific Coastal, or Air North).
- The shipment was received more than 24 hours before the DOA claim was made.
- The fish was a special order.
- You were notified at order time that a specific fish was not covered.

### **WHAT DO I NEED TO DO TO MAKE THE CLAIM?**

The best way to notify us of the issue is by email. The email includes a time stamp that will be used to verify coverage is still active, and it's also the easiest way to send us a photograph of the deceased animal.

## HOW IS CREDIT PROVIDED?

A J&L Aquatics in-house credit equal to the retail price of the animal only (no original box, packaging or shipping charges) will be processed under your name. The credit can then be used to arrange the same animal on a new order, or for a new type of animal altogether on a new order.

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## J&L AQUATICS AQUARIUM LIVESTOCK GUARANTEE

- J&L Aquatics guarantees that your live goods order will arrive to you alive. In addition, we guarantee that all livestock purchased from us will remain in alive for a 24 hour period after arrival. If in the unfortunate event this is not the case, we require the following:
  - Your livestock is properly acclimated using our Acclimation Procedures to your tank in a timely manner (within 4 hours) upon receipt.
  - You must notify J&L Aquatics within 24 hours of delivery by email or telephone. If this takes place on a holiday or after store hours, the time stamp on the voice mail or email will be used as the time of receipt.
  - A photograph of the deceased animal must be sent to [sales@jlaquatics.com](mailto:sales@jlaquatics.com) within 24 hours of delivery. The photograph must be clear and the animal placed on a solid surface. Photographs of animals in the water or in a net are not acceptable.
  - A replacement animal or a J&L Aquatics in house credit will be given for the price of the livestock (credit does not include any original box, packaging or shipping charges). If a replacement is requested, you are responsible for any/all box, packaging and shipping expenses incurred for shipping the replacement animal.
- J&L Aquatics livestock guarantee does not pertain to replacement animals.
- Livestock death/damage due to carrier mishandling must be claimed through the carrier.
- The above only applies to orders that are shipped via Air Cargo Guaranteed Service or UPS express.
- In order for the guarantee to be valid, all of the above conditions must be met.
- Please note that J&L Aquatics will accept no returns/exchanges on livestock.
- Echinoderms, Cucumbers, Cephalopods, and Nudibranchs: J&L Aquatics will take every measure to ensure that your animal arrives in a healthy condition. However, due to the extremely delicate nature of these animals, the livestock guarantee does not apply. Certain restrictions apply on select fish as well, please see our FAQ section “In What Circumstances Am I Not Covered?”.