#### No Minimum Order for U.S. or Canada (\$150 Minimum on Foreign Orders)

Shipping, Handling and Processing Cost PA Residents, Add 6% Sales Tax Total amount enclosed  Shipping Address (If different than home)  State Zip Name Telephone ( ) Address  Customer Number (blue box): Source Code (gold box): State Zip Shipping directions, if necessary  Old Address Zip Shipping directions, if necessary	Product #	Qty	Description		Unit Price	Amount	
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Please check box if this is a new address Old Address  Shipping directions, if necessary  Request alternate shipping method. Call for shipping estimate. 1-800-733-3829  Charge Card Information  Visa MasterCard Discover American Express Charge Card Number  Expiration Date Security Code Number  MONTH YEAR  HOW TO LOCATE YOUR SECURITY CODE NUMBER: VISA, MASTERCARD & DISCOVER CARDS: 3 DIGIT NUMBER FOLLOWING THE LAST 4 DIGITS OF YOUR CARD NUMBER IN THE SIGNATURE BOX ON THE BACK OF THE CHARGE CARD. AMERICAN EXPRESS: 4 DIGIT NUMBER ON THE FRONT OF THE CARD JUST ABOVE AND TO THE RIGHT OF YOUR MAIN NUMBER							
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	Signature						

We're here to help. Use these toll-free telephone numbers to reach the right person.

## To Order: 1-888-842-8738

Call for faster, easier and personal credit card ordering. **Telephone operators** are available to assist you Monday through Friday 8am-9pm, Saturday 9am-9pm, and Sunday 11am-5pm EST. Please have your order form completed and your credit card information available.

#### Customer Service: 1-888-THAT PET

Mon.-Fri. 8am-5pm EST. After hours please call 1-888-842-8738.

Fax Number: 1-800-786-3829 Fax your order to us anytime

Fish & Livestock: 1-877-367-4377

Or log on to www.LiveFishDelivery.com

# **Shipping Fees\* & Instructions**

Standard "Best Service" FedEx Home Delivery\* \$8.99

Guaranteed 3 Day or Less Express\*\* .... \$20.98 0-\$40.00.

\$40.01-\$60.00 .....\$21.98 \$60.01-\$80.00 ..... \$22.98 \$80.01-\$100.00 ...... \$23.98 Over \$100.00 ..... \$24.98

Ground Delivery to the U.S. 48

contiguous statés.
\* Fees include shipping, handling and processing.

\*\* Additional charges for orders with size or weight exceptions. Shipping by FedEx® Home Delivery



That Fish Place cannot guarantee shipping prices in the catalog will remain the same. Please see website for our most up-to date shipping & handling information. Most orders leave our warehouse within 2-3 of being placed. For delivery outside the 48 states, please contact our Pet Professionals by calling, writing or emailing. We have various shipping methods available for timely and cost effective delivery to locations around the world. That Fish Place/That Pet Place is not responsible for incidental taxes and fees

Shipping fees are based on the merchandise dollar total of your order and the fee schedule listed here. Pennsylvania residents must add 6% sales tax (also applies to shipping fees).

Additional Shipping Charges: Some items, due to size or weight, exceed the regular shipping fee schedule. Additional shipping costs are indicated by an asterisk found on this page. Please call 1-888-842-8738 with questions.

FedEx service marks used by permission

### **Order Payment**

Orders must be paid when placed using MasterCard, Visa, American Express, Discover, certified check, money order or personal check. There is a \$30.00 fee for returned checks. Orders outside the U.S. and Canada must pay with American Express, money order or wire transfers in U.S. funds. Do not send cash. Changing orders already being processed may cause funds to be temporarily unavailable on your credit or debit card. We are not responsible for any resulting bank charges

We verify the billing and shipping addresses of your credit card with the issuer. If you are using a shipping address that is different from your billing address, please have your credit card company add it to your account as an authorized shipping address. This helps protect you against fraudulent charges. We will make every effort to contact you if we are unable to verify your credit card information. If you have selected an expedited shipping service, we will attempt to contact you immediately. Please provide complete contact information. We cannot be responsible for delays due to inaccurate information or unauthorized shipping addresses

Customers mailing their orders with a check or money order should add enough to cover shipping and handling costs. Checks with P.O. addresses, no addresses or starter checks must be held for two weeks. Shipping and handling charges will be added to credit card orders.

We will **Meet or Beat** any advertised competitors valid offer on stocked items and valid prices (except livestock and shipping).

#### Alternate Shipping

Express shipping methods are available. Signature may be required. Please call for a quote. In stock air orders will ship same day when ordered by 3pm Monday-Friday EST (does not apply to Live Fish Delivery). FedEx cannot ship to a P.O. Box, APO or FPO address (these addresses are served by USPS). Customers in Alaska, Hawaii, Puerto Rico and other areas outside the Continental United States should call for the best shipping method.

#### **Merchandise Missing or Damaged In Transit**

If you have items missing or your merchandise arrives damaged, notify us before returning it. We must be notified within two days to insure proper handling of your claim. Remember to keep the original packaging. Do not discard the shipping box after inspecting the damaged parcel. If you are shipping damaged merchandise back to us, call for a "Return Authorization Number" (1-800-733-3829) and follow the instructions under "Returning Merchandise."

Returning Merchandise
Guaranteed Satisfaction - If you are not completely satisfied with any unused product, you may return it within 30 days for a full refund. In the event an item you receive is not what you expected, does not fit, etc., you may return it providing:

- 1. The item has not been used.
- 2. The item is in its original display package, which must also be in new condition. 3. All parts, accessories, warranty cards, instructions, etc. are enclosed

You must have a "Return Authorization Number" from a Customer Service Rep (1-800-733-3829) before returning any merchandise. All returns must also be accompanied by a copy of your invoice. We are not responsible for return postage costs. We reserve the right to deduct a 25% restocking fee from your refund under certain circumstances. Inspect merchandise upon arrival. We must be notified within 10 days of any problems or defects in merchandise. We are not responsible for returned merchandise that arrives damaged because it was not packaged properly. We cannot accept returns that arrive C.O.D. Always insure your return package.

#### **Defective Merchandise**

Read the manufacturer's warranty on any product you receive and keep invoices as proof of purchase. If the product is, or becomes defective, notify us before returning it to us. Most manufacturers allow us to accept returns of defective merchandise, but in some instances the customer is required to send the product directly to the manufacturer. We can only refund standard Ground FedEx, Ground UPS or 4th Class US Mail postage on defective or damaged merchandise. Do not ship by UPS Air Service, Federal Express express service, franchise mailers, etc. as the full amount cannot be refunded. We reserve the right to charge a restocking fee on non-defective used items.

# **Out of Stock Items**

From time to time, unavoidable stock shortages will occur. We apologize should any ordered items be out of stock. When the item arrives in our warehouse, it will be shipped to you immediately by best method (usually FedEx ground shipping) and you will not pay any additional shipping fees. We do not backorder livestock or frozen food.

For more detailed information, call 1-888-THAT PET or visit our website, www.thatpetplace.com

#### Additional Shipping Charges

Items marked with an asterisk are shipped directly from the manufacturer and may require additional shipping. Please call 1-888-842-8738 for a shipping quote on any of these items.

#### Please Note

This color catalog provides you with the opportunity to "see" what you are buying, however, the colors shown may not be exact. The process involved with production and printing can cause slight color variances. The prices found in this catalog are valid until the mailing date of the next issue. Prices, products, availability and offers are subject to change. We are not responsible for typographical errors.