



273 W. Old Andrew Johnson Highway
Jefferson City, Tennessee 37760

Two Week Live Guarantee

If you experience a livestock loss, we will gladly issue you an account credit on your purchase which can be used on future purchases. The following terms and conditions apply to our livestock guarantee.

- The Coral Reef will issue an account credit for the purchase amount of livestock that is dead on arrival (DOA). This credit is for livestock only and does not cover shipping or packaging costs.
- Losses must be photographed and reported to The Coral Reef within two hours of delivery. DOAs should be photographed clearly without being removed from the bag. Please send pictures to coralreeftn@gmail.com.
- Someone must be present to accept the shipment on the first delivery attempt. UPS, our preferred shipper, may attempt delivery as early as 9 AM depending on your location.
- Although we carefully monitor both locally and at your location, please monitor the weather in your area to reduce the likelihood that extreme weather will cause a delay. Delays caused by extreme weather are not covered under our guarantee or the guarantee of our shippers.
- Please unpack and acclimate livestock as soon as the shipment is received! See attached acclimation guide for our recommended method.
- The Coral Reef will issue an account credit for the purchase amount of livestock that dies within 14 days of arrival. Deaths within this period must be clearly photographed showing no signs of aggression or harm from tankmates or environment.
- Any deaths that occur after acclimation must be photographed and reported to The Coral Reef as soon as possible. Photographs must be clear and show no signs of aggression from tank mates.
- If there is any problem or concern with your order, please contact us as soon as possible. We welcome feedback! This helps us better serve you in the future. Continued support of tank bred and tank raised species reduces the impact on wild reefs and ecology. Your purchase ensures ongoing development and future availability of sustainable organisms.
- Eligibility for free shipping is decided based on the total after all discounts and credits have been applied.
- In the event of the death of one fish in a Bonded Pair, two thirds credit will be issued for the pair.
- Limit of one replacement per transaction.

Recommended Acclimation Procedure

DO NOT DRIP ACCLIMATE CORAL REEF SHIPMENTS

We find that our fish generally do better with a quick 15-minute “float and release” acclimation rather than a longer drip acclimation. The longer drip method tends to cause more stress than rapid changes in water quality that sometimes occur with a “float and release” procedure.

Drip acclimation can be helpful with fish that have had long transits or that have originated from wholesale/distribution facilities, but for fish from The Coral Reef, it is typically not necessary. Our animals are shipped in water with salinity between 1.022 and 1.024 ppm. If you have any questions or concerns, please email us at coralreeftn@gmail.com.