

Livestock Guarantee Policy

At Coburg Aquarium we source fish from the finest collectors and breeders around Australia and the world, and then hold them in our modern quarantine facility under the supervision of our qualified Aquarists and Biologists. Only fish that have met our strict quarantine and quality control measures are made available for sale. We take pride in selling only the best quality, healthiest fish. For these reasons we are confident in giving our customers a 24 hr replacement guarantee on aquatic livestock purchases (excluding those on our restricted species list) where our conditions are met. If you have problems with fish purchased from here please contact us as soon as possible so that we can help rectify the problem and try to ensure it doesn't happen again.

Terms and Conditions of Livestock Guarantee

To be eligible for this you must bring in your receipt or proof of purchase within 24 hours of the purchase, the dead fish and a sample of your water. If your water conditions are not suitable for the species then this guarantee is void. This guarantee is not extended to fish kept in unfiltered tanks or bowls or where fish have been kept in a tank with in-compatible species, as the resultant stress and injury often leads to death of the fish. If these conditions are met we will replace the fish or offer a store credit to the same value at our discretion.

It should also be noted that adding your newly purchased fish to the aquarium is done at your own risk and we do not accept any liability for losses to other stock contained within your aquarium. Therefore, if fish already in your aquarium die due to the introduction of an unknowingly infected or sick fish, we will not be held responsible.

Restricted species includes: All marine fish and invertebrate species, Discus, all aquatic plants, Wild Caught Fish.

