

Terms and Conditions

Before moving on to the range of products, the following information has been compiled for your easy reference and ordering convenience.

How to order.....

Every Order are welcome, and of course special price for the wholesaler.

Minimum Order 10 boxes of fish.

We will do the shipment 3 working days after we receive full payment (new buyers only).

preparing all the export documentation and booking the cargo for destination airport as request by customers.

CURRENCY

All prices quoted are in USD (\$) per unit

Upon request the current exchange rate of relevant foreign currency will be quoted.

PAYMENT

Please take note:

For payment in USD (\$) via telegraphic transfer:

Payable to :

Thai Qian Hu Co.,Ltd.

Current Account no:

222-3-018496

Address :

Bangkok Bank

Branch: KLONG LAUNG

Bangkok Thailand 12120

SWIFF CODE :

BKKBTHBK

MODES OF PAYMENT AND DELIVERY

Payment accepted is via telegraphic transfer, shipment will be sent upon receipt of the transferred banks at the banks designated above. A copy of the payment transfer or the SWIFT CODE from your paying bank is needed for executing the shipment order.

Freight will be prepaid and should be included together during payment for the shipment unless it is on a "Freight Collect" basis

SHIPPING SCHEDULE & FREIGHT RATES

Shipment arrival dates will be booked according to your request for the possible days where flight are available. Sending of shipment will be upon confirmation by the carrier used.

Freight rates quoted will be raw freight rates, cargo handling charges, airline fuel surcharge and or and or any other charges do apply wherever applicable.

NOTATIONS USED

**

** : indicates rarer items or certain sizes of a particular item that is rarer

seasonal : seasonal species

(IP) : indicates that these items are individually packed

upon request : items that will be quoted on request if available in stock

pairs, in pairs : items are sold in pair, prices quoted however are all in unit price per piece.

e.g.

CODE	DESCRIPTION	SIZE	QTY/BOX	1/4BOX		US \$
OO-0622	ALGAE EATER	M	1000	250		\$ 0.090

Each of the above item will be \$0.090

and each pair will be \$0.090 x 2

PACKING MATERIALS AND CHARGES

Upon selection & completion of the conditioning processes, fish are packed in white styrofoam boxes, further insulated and protected by corrugated cardboard boxes.

Dimensions of Boxes

Length x Breadth x Height	605mm x 450mm x 305mm
Thickness (for insulation)	25mm

The above dimensions are applicable to boxes for the packing of marine and freshwater items.

Length x Breadth x Height	485mm x 370mm x 180mm
---------------------------	-----------------------

The above dimension is applicable for the packing of Aquatic Plants

Packing Charges

Freshwater Items	:US \$9.00 per box
Plants	:US \$10.00 per box

Heat packs and cold (ice) packs will included into the packing under the appropriate conditions.

DOCUMENTATIONS

- Health Certificate (Fish)
 - Phytosanitary Certificate (Plants)
 - Certificate of Origin
 - Air Way Bill
 - Sales Invoice
 - Other documents as required
 - All documents will be faxed/emailed one day prior to arrival.
- the shipment, in order to obtain the necessary documents or complete the required procedures to avoid unnecessary

CLAIMS & COMPENSATION

We strive to achieve the best possible quality of fish that are sent. Normal Dead On Arrival (D.O.A.) items will be compensated. In cases where there is high mortality (>10%) and anomalies are observed, the respective airline must be notified and documented, e.g. if on arrival, temperature of water is extremely cold (<16 °C) or boxes arrived crushed and results in leakages (due to mishandling). In such cases notice to us must be immediate in order to follow up on the possible causes and subsequent claims.

In situations whereby there are MISSING carton and/ or documents on arrival. The airline and authority of concern **MUST** be informed immediately by filing a claim/ complaint as appropriate.

We must then be notified of the situation. Otherwise compensation arising from late submission of complaint to the airline/ authorities may not be reimbursed from us.

For transshipping orders please advise if there are suborders that requires a much longer period before arrival to final destination where water changes and reoxygenation will be performed. In this cases we will make adjustment in the packing density to achieve the optimal results on arrival.

To facilitate the fulfillment of orders it is recommended that you provide us with a list of substitution items that may be used in order

Yours sincerely

The THAI QIAN HU. Team...