



**FISH IN THE BAG INC.**

1210 W. 134<sup>th</sup> St, Gardena, CA 90247

Phone: 310-329-0883 Fax: 310-329-3878

E-Mail: thefishinthebag@yahoo.com

**DOA POLICY**

**Please read and understand the policy thoroughly.**

DOA means Death on arrival, does not imply losses experienced afterward.

First 8% (\$ of product value) DOA to be absorb by customer (Industry standard is 10%). Anything above 8% should be reported within 24 hours along with photo image records, send it by e-mail to [thefishinthebag@yahoo.com](mailto:thefishinthebag@yahoo.com). Upon approval, we will furnish Replacement Credit on customer's next order.

Claim is applied only to products i.e. fish, coral, inverts, etc. Freight, other cost & fees can not be claimed and have to be paid in full.

Any DOA caused by delayed flight or negligence and/or mishandling by carrier should be directed to the carrier, file a claim directly to carrier at home of pick-up.

Replacement Credit is subject to approval. Fish In The Bag reserves the right to refuse any DOA claims for any reasons.

Example 1  
Product Amount \$100.00  
DOA \$5.75 (5.75%)  
Customer absorbs first 8%

Example 1  
Product Amount \$100.00  
DOA \$15.25 (15.25%)  
Customer absorbs first 8%

Upon approval, we will furnish 7.25% Replacement Credit  
\$15.25 - \$8.00 = \$7.25 (7.25%)

Average DOA Rate on Product based on over 20 years experience is less than 5%.

**Please Notes**

Any inconsistency DOA report, unreasonable/ irrational/ absurd high DOA claim, repeated / frequent inconsistency and unreasonable high DOA claim may not be approved and will not be entertained and may lead to end business relationship.

Upon applicant signature, applicant understands and agrees with FISH IN THE BAG INC. DOA policy. \*\*\*\*\* **Applicant must be owner or executive officer.** \*\*\*\*\*

Company Name: \_\_\_\_\_

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

Applicant Name (PRINT) \_\_\_\_\_ Title \_\_\_\_\_

**Please fax back to: 310-329-3878**