

Shipping papers and import/export companies

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Our customers are required to provide us with the shipping documents necessary to export our products to the customers' respective country. These documents are usually provided by the customs office at the international airport which will be used for the import/export. They may be simple "journey declarations", "health certificates" or more complex shipping papers.

Please inquire and forward these documents to us at least one week prior to shipment. Furthermore, should our customer lack the experience, it is the customers' responsibility to use an import/export company which will help with the filling out of shipping papers and make sure that the shipment is clearing customs in a quick and timely manner.

We will under no circumstances be responsible in any way, should a shipment not be received in time by our customers, due to the fact that shipping papers supplied by the customer are not up-to-date or information provided is not correct, and as a result of these circumstances the fish get damaged or die.

To simplify proceedings, we will provide our customers with a set of shipping papers that were used successfully at a previous shipment to the respective country.