



Golden Ina, Inc.

13609 Alma Ave, Gardena, CA 90249

Cell Ph / Text: (949) 331-4347; Fax: (949) 491-8725; Email: gi@golden-ina.com

Customer Satisfaction

Golden Ina strives for your satisfaction. We hand-pick the healthiest and most colorful live-stocks whether they are from our LAX warehouse or from our overseas stations.

Shipment

We carefully package all shipments so it can withstand long trip hours while considering freight cost. All shipments leave our station and received by the carriers in perfect condition. If you receive the boxes in less than perfect conditions, such as miss-shaped boxes, torn boxes, etc. a damage/loss report must be filed with the carrier at the time of pickup. It is advisable to take photo documentation of the damage boxes to facilitate your claim with the airlines. The same applies for delayed shipment. The shipment should not be refused for any reason and needs to be picked up within 3 hours after arrival for any claim to be valid.

Once the carrier receives the shipment, Golden Ina assumes absolutely no responsibility and does not accept any claim for loss and/or damage to the livestock caused by delayed flight or carrier negligence/mishandling which includes lost boxes, damaged boxes and arrival delayed. These damages are under the care of the airline carrier and it is the sole responsibility of the carrier and claim must be filed against the carrier. _____ *Initial here*

Once the order is placed, Golden Ina will attempt to match the order as much as possible, i.e. to minimize any substitution. Thus we shall process the order for up to 14 days due to stocks arrival waiting period and any logistical issue that may arise. If for any reason, cancellation needs to be made, Golden Ina shall be notified by email with our OK response in return that it is cancelled. Failure to do so will result in the order processed and invoiced. _____ *Initial here*

Golden Ina will send invoice by email and it is customer's responsibility to track the shipment and notify Golden Ina for any issue. We will not be responsible for any loss email, delayed email or any issue with your service provider. Thus, customer shall be proactive in tracking with the airline or checking with us on the status of your order. _____ *Initial here*

DOA (Death on Arrival)

We regularly check the DOA with our customer and we gladly report that since 1990 there is less than 5% DOA per shipment due to our strict selection process. **We ask customer to absorb the first 5% of DOA losses. All DOA above 5% should be reported no later than 24 hours along with digital photo documentation.** Furthermore, we will investigate with our stations and the customer about probable cause of loss. Any DOA causes by delayed flight or negligence / mishandling by the airline carriers, should be directed to the carriers at the time of pick up. _____ *Initial here*

Fill Rate

We update our stock list every Monday and present it to all our customers as well as upload it to the web site. Therefore in the event that the fish quantity is less than the total quantity ordered, we will share the fish among the customers proportionally. For example, if there are only 10 fish on a particular week, and there are two customers ordering 10 each, then we will give 5 fish each customer. Thus fill rate may or may not be 100% satisfied. _____ *Initial here*

Payment

Golden Ina requires payment in advance, i.e., bank transfer or deposit to our account before the order can be processed. Due to time difference between US and Bali, we usually require 5-business days deposit before the shipment. Golden Ina will estimate the amount of the order and let the customer know beforehand. We also accept credit card payment. Before paying by credit card, customer is required to fill out a credit card authorization form, signed and fax back to us. Credit card will be charge before we send the order to our suppliers. _____ *Initial here*

Misc

Golden Ina reserves the right to refuse future shipment to any customer for any reasons. _____ *Initial here*

I have read the above terms and conditions and by signing below, I agree on the above.

Signature: _____

Name and Title: _____

Date: _____