



## Golden Ina, Inc.

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### **Customer Satisfaction**

Golden Ina strives for your satisfaction. We meticulously select only the best fishes and when order comes we screen the healthy and agile livestock from our tanks for shipping.

### **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.

Once the carrier receives the shipment, Golden Ina assume no responsibility and does not accept any claim for loss and/or damage to the livestock caused by delayed flight or carrier negligence/mishandling. These damages are under the care of the air carrier and it is the sole responsibility of the carrier and claim must be filed against the carrier.

### **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 Bali station and the customer about probable cause of loss. If the DOA is due to negligence on our part, we will gladly discuss the DOA credit with the customer. Any DOA causes by delayed flight or negligence / mishandling by the carrier, should be directed to the carriers at the time of pick up. Note however Golden Ina reserves the right to refuse any DOA claims for any reasons.

### **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. This implies that your fill rate may not be fully met. Note that this is the normal practice across the business.

### **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.

### **Misc**

Golden Ina reserves the right to refuse future shipment to any customer for any reasons.