



# Human Potential Labs

Life Without Limits

## Our Policy:

All sales are final, as are offered. Once the buyer has accepted an offer we cannot cancel the transaction.

We offer local pickup. Our facility is open to the public during walk-in hours. We also ship to the 48 continental United States. All livestock is shipped via FedEx, USPS, or UPS Overnight with heat packs in the box. We only ship Tuesday-Friday. If you prefer a specific day to ship, Please attach a note with your order describing your specific request.

All coral orders require a signature upon delivery; if the first delivery attempt is missed, the Live Arrival Guarantee is void. FedEx, UPS, USPS delivery time is generally late afternoon-evening; if you anticipate not being home during those hours, you must contact us before placing the order.

Our Live Arrival Guarantee: We guarantee that all livestock will arrive alive and as described. In the event of DOA (Dead On Arrival), we must be contacted within 1 hour of package delivery (FedEx posted time), along with clear photos of the dead coral both in the shipping bag and out of the bag. No exceptions or excuses, no credit without a photo. Verified DOA's will be fully credited towards future purchases (minus any shipping charges).

We insure all shipped items (including shipping cost) with FedEx, UPS, and USPS. In case of shipping delays or negligence by FedEx, you can file an insurance claim with FedEx.

Please keep in mind that the lighting (color/intensity) varies in every photo. The frag you receive may look slightly different in your aquarium than ours. We house/grow our frags mostly under LED systems. Additionally, shipping stresses corals out; some may darken/lighten and may take several days to several weeks to color back up. Coral can fall off plug during shipping, which is perfectly normal; please use a coral-safe glue to reattach. Dead coral has no tissue and the exposed skeleton will be white. Don't hesitate to contact us with any questions or concerns. We also recommend you read about the coral acclimation process before placing your order.