

SHIPPING & DELIVERY POLICY

Effective Date: 08th May 2025

Business: The Happy Reef Ltd, Unit 8 Stour Valley Business Park, Chartham, Kent, CT4 7HF

This Shipping & Delivery Policy explains how The Happy Reef Ltd (“we”, “us”, “our”) handles delivery of dry goods and livestock purchased through our website or in-store.

1. General Delivery Information

We deliver across the UK using trusted courier partners. Delivery options, availability and charges are shown at checkout.

Dispatch times are estimates and not guaranteed. Orders may be delayed by stock levels, weather, courier issues or operational factors.

Risk transfers to the customer once the courier makes the first delivery attempt or when the customer collects goods in-store.

2. Delivery of Livestock

Only eligible livestock items are available for delivery. Some species may be collection-only due to welfare or transport sensitivity.

We reserve the right to refuse livestock shipping if conditions make delivery unsafe, including extreme temperatures, courier reliability issues or animal welfare concerns.

Livestock must be received at the address provided and acclimated promptly upon arrival.

3. One-Attempt Delivery Rule

Our livestock courier makes **one delivery attempt only**. If the customer is not present or delivery cannot be completed for any reason, the parcel is returned directly to The Happy Reef Ltd with no re-delivery attempt.

Returned livestock cannot be resold or refunded.

Shipping fees are non-refundable.

4. DOA (Dead on Arrival) Process

DOA consideration is discretionary and applies only to livestock shipped using our Livestock Delivery service.

To request DOA consideration, the customer must provide within 1 hour of recorded delivery time:

1. A clear photograph of the unopened bag showing the deceased specimen
2. A clear photograph of the opened bag with the specimen visible

If these requirements are not met, no refund or credit will be issued.

Livestock collected in-store or shipped via non-livestock courier services is not covered.

5. Collection Orders

Customers may collect eligible items from our store.

Risk transfers immediately once the goods are handed over.

Return rules for in-store collections follow the same policy as online orders:

- **Livestock cannot be returned under any circumstances**
- **Dry goods may only be returned if unopened, unused and eligible under the Refunds & Returns Policy**
- **We do not offer additional in-store goodwill returns**

6. Delivery of Dry Goods

Dry goods are shipped via standard couriers.

If the courier confirms delivery but the customer disputes receipt, the investigation will follow the courier's procedures before any resolution is offered.

Damaged parcels must be reported to us within 48 hours with photographs of the item and packaging.

7. Incorrect Addresses

Customers are responsible for providing correct and complete delivery information.

We are not liable for delays, losses or failed deliveries resulting from incorrect addresses.

Shipping fees are non-refundable in these cases.

8. Weather & Safety Delays

We may delay livestock shipments if temperatures or conditions are unsafe.

Dry goods shipments may also be delayed for safety reasons or courier restrictions.

9. Large or Heavy Items

Some larger items may require specialist couriers or incur additional charges.

Customers will be notified if any adjustments are needed before dispatch.

10. Delivery Attempts for Dry Goods

Couriers may attempt delivery more than once depending on the service used.

For livestock shipments, only one attempt is made.

11. Contact

For shipping enquiries:

Email: shop@thehappyreef.com

Address: The Happy Reef Ltd, Unit 8 Stour Valley Business Park, Chartham, Kent, CT4 7HF

Related Policies (Listed Only)

[Terms & Conditions](#)

[Refunds & Returns Policy](#)

[Privacy Policy](#)

[Cookie Policy](#)

[Livestock Guarantee / DOA Policy](#)