

General Terms & Conditions

TWY's reputation has been built on trust and reliability for as long as it has been around. Today, it continues to deliver these hallmarks of its reputation through its customers' understanding of the following general terms and conditions-

Placing Orders

Upon receipt of your order, TWY selects a suitable airline to transport your cargo, given your destination. With over 80 years of experience behind us, you can rely on TWY to select the most appropriate airline based on capacity, as well as the experience and expertise of the airline in handling live fish.

Shipments

Shipments are accepted from Mondays to Sundays, preferably by fax and using our code numbers. Please allow for a minimum of five days for shipment to be arranged. All fish will be packed in 2.5cm thick high density, Styrofoam boards measuring 49 x 32 x 39.5 cm in size such that it ensures good protection against climate influences. Such high density boxes can also help cut 1kg off freight charges. Please be assured that our packing meets the international standards and requirements. Where necessary and upon request, heat packs will be used at SGD \$1.10 each. Approximate weight of each box is 12 to 13 kg. Boxes are charged at SGD \$10.50 per box. There are also the following additional charges to take note of, all of which are in SGD-

- a. Health certificate - \$16.80
- b. Phytosanitary certificate - \$55
- c. Administration costs (Miscellaneous charges - \$90)
- d. Certificate of Origin - \$30

Upon receipt of your order we will prepare a proforma invoice that will be faxed to you. After receipt of payment your order will be shipped at the first opportunity.

Prices

Our prices are in Singapore dollars (SGD). F.O.B. Singapore. Prices may be subject to seasonal influences. Please ask for current prices.

Sizes

Sizes are in inches and may be subject to some seasonal variation.

Claims

Claims must be made within 24 hours upon arrival of the sent shipment. As fishes are live creatures and therefore difficult to warranty they will survive under all travel conditions, claims for fishes found dead on arrival (DOA) can only be considered if accompanied by photographic evidence and a report detailing date of incident, water condition, and condition of the dead fishes. This is to help us to improve our packing procedures so as to minimise the amount of DOA for future shipments.

Replacement fishes for DOA claims will be up to a maximum of 5% of the type/species of the DOA fishes ordered. Replacement will only be provided for DOA resulting from the following causes:

- a. Poor packing,
- b. Leaking bags,
- c. Lacking of oxygen.

No claims for DOA will be considered for flight and handling delays. These delays are beyond our control.

Replacements for DOA will be limited to replacement of fishes only, and excludes all freight and handling charges, packing materials, insurance, and incidentals.

These general terms and conditions are only meant to give an idea of how we trade, and do not in any way constitute binding terms and conditions that apply specifically between Teo Way Yong and its respective customers.