



Big Apple Herpetological, Inc.

AQUARIUM WARRANTY

<http://www.bigappleherp.com>

AQUARIUM WARRANTY

Big Apple Herpetological, Inc. warrants that its aquariums will not leak or separate at the silicone seams for a period of ninety (90) days from the date of purchase.

ALL AQUARIUMS ARE FULLY WATER TESTED BEFORE SHIPPING!

The Instructions For Setup, which is provided below, **MUST** be followed or the warranty becomes null and void. Additionally, if the aquarium shows any glass damage including chips or stress fractures or if there are any alterations or cuts in the silicone seams of the aquarium the warranty becomes null and void. The warranty is limited to replacement of the aquarium and does not cover the loss of any aquatic life, personal injury, property loss or direct, incidental or consequential damage arising out of use of the aquarium.

Our manufacturing procedures eliminate pressure bonding. Therefore, any stress, pressure cracks or other types of breakage are not a cause of a manufacturing defect and are not covered under this warranty. Any breakage that occurs after the aquarium is set up can only be construed as being caused by improper set up or by accident and is also not covered under warranty.

The number of gallons we use to describe our aquariums are offered as a method of understanding relative size. However, please note that our gallons sizes are approximate.

INSTRUCTIONS FOR SETUP

All aquariums must be installed on stands manufactured by a commercial facility. Aquariums should never be placed on top of wood furniture or any surface that has not been specifically designed to support an aquarium. Installation of the aquarium on a home made stand or on any surface other than a professionally manufactured stand is likely to result in stress breakage of the side or bottom glass panels of the aquarium. Breakage is **NOT** guaranteed under the aquarium warranty. It is extremely important that you follow all of the instructions for setup.

- A Styrofoam sheet $\frac{3}{4}$ inch thick must be positioned between the tank and the surface of the stand. The Styrofoam must encompass the entire bottom surface area of the aquarium (i.e. side to side and front to back)
- The aquarium stand's legs must sit flat and flush to the floor. The corner's of the aquarium must sit flat and flush with the corners on the top of the aquarium stand. If either the legs or the corners of the aquarium do not sit flush then shimming is required. A shim is a small strip of tile, wood, or paper, which you would put under the leg or corner of the aquarium to make sit flat and flush.

SPECIAL SETUP IS REQUIRED ON CARPETED FLOORS

Carpeted floors require a special setup since carpeting often hides the fact that a floor is uneven. Uneven floors can cause stress breakage. Therefore, if the intention is to set the aquarium on carpeting, the carpeting needs to be pulled back to expose the bare floor. At this point, the setup instructions indicated above can be followed.

After the stand and aquarium have been properly installed then the carpeting can be put back in place. The stand and aquarium must be placed in the exact same position and in the same manner that was used when the stand and aquarium were set up on the bare floor.



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WARRANTY CLAIM INFORMATION

Do not remove the manufacturer's label from the bottom of the aquarium. Additionally, before returning the aquarium to Big Apple Herpetological, Inc., make sure the aquarium is leaking from the seams of the aquarium and not from the filter system, air pump or over or under the trim.

WARRANTY COVERAGE

If the aquarium is defective within ninety (90) days from the date of purchase, you will need to call Big Apple for a Return Authorization Number (RAM#). You will need to print the RAM number along with the full account name on the box or crate that your shipping the aquarium back in. All costs relating to the safe return of the aquarium to the Big Apple manufacturing plant is the responsibility of the customer.

On the condition that the aquarium has no broken, chipped glass or altered seals, Big Apple Herpetological, Inc. will replace the aquarium at no charge, shipping costs are not included. The customer will be charged actual freight cost only.