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General Information

Airline Information

For all air freight handled by the major airlines it is necessary for you to make your own arrangements for collection from the cargo depot at the airport. Their cargo services **will not** deliver your perishables cargo to your door. Fed Ex service is available for door to door service, but cost of shipping is usually at a premium to standard air carriers. The cost for air freight charged by the airlines varies depending on location.

It usually takes a minimum of half an hour after flight arrival before freight is available for collection. When the cargo is collected it is important to check the 'consignment note' to see how many boxes have been sent. Unfortunately the airport staff sometimes misses boxes and you don't want to leave without your entire product. It is also important to make sure that you have not been given somebody else's boxes instead of yours by mistake.

Please provide the necessary information for correct labeling on your boxes, especially if you have unusual requirements for couriers etc. It is best to provide an after hours phone number so the airlines can contact you anytime if necessary.

It is also essential that you **do not rely on the airlines to contact you** as they frequently don't. The responsibility falls on you to contact the airline regarding your fish arrival. It is wise where possible to phone the airport for flight arrival times before going to the airport for collection as changes to flight schedules can occur.

Dynasty Marine Associates Inc. (DMA) does all it can to provide flight information as accurately as possible. However, we frequently find out after the fact that changes have been made. Sometimes flights are delayed but more often the cargo handlers don't carry out the arrangements as previously indicated to us. This is totally out of our control and we thank you for your understanding on this problem in advance.

Packing Costs

DMA has a packing charge (\$15.00) per super shipper airliner box, (\$17.50) per tall super shipper airliner box, and (\$8.00) per single which will be indicated on your invoice. DMA will also add ice or heat packs (\$2.00 ea.) as their staff of marine biologists deem appropriate. For domestic shipments there is a \$30.00 transport fee per order from the islands to the airport, more than 3 hours away; transport for international orders is \$75.00.

Placing Orders

Orders can be placed over the phone Monday – Friday from 9am to 5pm eastern standard time or via Fax or Email 24 hours a day, 7 days a week. DMA packs its regular domestic business late Tuesday night for Wednesday late morning or early afternoon arrival. Therefore, orders should be placed by no later than Friday at 5pm to enable us to make our freight bookings as well as providing sufficient time for organizing staff required for the packing.

When placing orders, please complete the information on the front page of the order sheet. We have different staff packing at different times and you cannot assume they will know your requirements. There are also many shops with similar names and this can also lead to confusion, so please include a phone number with your shop name.

A stock list is prepared and emailed out weekly. This is usually done on Tuesday night ready for the next weeks trading. While orders are completed as best we can, the supply of fish depends greatly upon when the order was received. We keep many specimens in stock but most of the time we collect based upon what is ordered for the week.

Sometimes special requests are made for specific fish. We will try our best to provide these items from a 'wish list' however frequently such specific fish are not common and it is difficult or impossible for us to provide them. When a special request is filled an additional minimum order (in addition to the cost of the special request item) of \$500 is required.

Minimum Order

Domestic minimum orders are \$300. Due to the extensive amount of paperwork associated with international orders, the minimum is \$1000 for Canada and \$2000 for all other international orders.

Payment Information

Dynasty Marine Associates accepts all major credit cards including Visa, Master Card, American Express and Discover. For all credit card payments accounting will pre-authorize payment on your pro-forma invoice amount prior to packing of the shipment. The accounting office will then charge the final amount after packing. There may be a hold on your account exceeding the total of your invoice for up to 3 business days due to the pre-authorization. Please inquire if you have further questions. We also accept COD on some airlines (as some airlines don't allow for COD) in the form of a cashiers check or money order. Terms may be established and company checks may be accepted once a company has founded a reputable relationship with DMA and credit references have been checked.

Please read our terms and conditions. This may also answer some questions that you may have.

If you have any further questions please contact us at 1-877-547-4275.