



## 2024 Next Day Koi Customer Restocking Program

Next Day Koi is fully committed to helping our customers restock their ponds following the loss of fish to a KHV infection.

### Who Is This Program For?

Any Next Day Koi customer who received fish between April 15th, 2024, and May 10th, 2024, and has subsequently lost their previously existing fish collection due to a suspected or confirmed KHV infection.

### What Does This Program Do?

The 2024 Next Day Koi Customer Restocking Program provides store credit that you may use toward new fish for restocking your pond.

### How Do I Get My Store Credit?

Email [sales@nextdaykoi.com](mailto:sales@nextdaykoi.com) to request a copy of the restocking form. Review and sign the form.

Send us any information and documentation you have about the previously existing fish that you have lost. Please include as much of the following information as possible:

- Pictures of each fish against a ruler to verify size
- Pictures of each fish viewed from the top to show pattern and quality
- Fin type (Koi or Butterfly Koi)
- Breeder or country of origin
- Your estimated value of each fish

Once we have received and reviewed your submitted information, we will contact you to discuss the total value in store credit you will receive.



We are committed to providing you with a fair value for the fish that you have lost. In the event that we cannot reach an agreement based on your estimated valuation, each party will have 30 days to forward the claim to a reputable professional koi retailer of their choosing and receive a valuation. Next Day Koi will pay, and the customer will accept compensation in an amount equal to the average of these two valuations.

### **How and When Can I Make My Claim?**

You may submit all information as soon as you are ready to make your claim. To work as efficiently as possible, we ask that you submit all information at once if possible. Claims must be submitted by December 31st, 2024.

### **How Many Claims Can I Make?**

Each customer will be entitled to one claim for each previously existing fish lost. We will send the total value for all of your claims as one store credit.

This program does not apply to fish received from Next Day Koi from April 15th, 2024, to May 10th, 2024, which then became sick or died. Refunds will be sent for these fish. To begin your claims, please email [sales@nextdaykoi.com](mailto:sales@nextdaykoi.com) to request a copy of the restocking form.