Shipping Policy for Live Koi

Our company has had much success using Southwest Air Cargo to ship live koi. When preparing a shipment, the koi are bagged boxed and we add oxygen. We then try to schedule an early flight so that you can receive them the same day. A waybill (tracking) number will be provided after shipment. Using this number on the carrier’s website you can find the koi’s arrival time for pickup.

Shipping Pricing

Shipping charge per box is $225. Use the table below to estimate how many boxes will be required for your order.

<table>
<thead>
<tr>
<th>Koi Length</th>
<th>Koi Per Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>16” or Less</td>
<td>5</td>
</tr>
<tr>
<td>17-18”</td>
<td>3</td>
</tr>
<tr>
<td>19-22”</td>
<td>2</td>
</tr>
<tr>
<td>23” or More</td>
<td>1</td>
</tr>
</tbody>
</table>

Shipping Insurance

Shipping insurance is included in every order up to $1,000 per box of koi. If the value of one box is more than $1,000, an additional charge of $25 per $1,000 increase in the value of koi in that box. For example:

<table>
<thead>
<tr>
<th>Koi Box Value</th>
<th>Insurance Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,000 or less</td>
<td>Included</td>
</tr>
<tr>
<td>$1,001 - $2,000</td>
<td>$25</td>
</tr>
<tr>
<td>$2,001 - $3,000</td>
<td>$50</td>
</tr>
<tr>
<td>$3,001 - $4,000</td>
<td>$75</td>
</tr>
</tbody>
</table>

Shipping Destinations

Currently we can only ship with in the continental United States. If you live in Hawaii, shipping koi is possible but there is an additional import process. Please call for details.

We cannot ship koi internationally at this time.
Insurance and Liability

There is no guarantee that the koi will survive the shipping process. For this reason we require insurance on every shipment. When picking up your koi at the airport, immediately check the box and condition of the koi. From the time the koi reach the airport destination, you will have up to 2 hours to file a claim. When filing a claim, please provide photos and videos by email to info@sacramentokoi.com.

Once the claim is approved a full reimbursement for all deceased koi may be available. Shipping charges are refundable if all the koi in the box do not survive. For example, if four koi are shipped and one does not survive then the shipping charge is nonrefundable.

Updated October 10, 2019
Pricing may vary by zone. All shipments to/from Canada are handled by WestJet Airlines Cargo once transferred in Las Vegas (LAS), Orlando (MCO), or Phoenix (PHX). All shipments to/from Hawaiian Airlines destinations are handled by Hawaiian Airlines once transferred in Las Vegas (LAS), Phoenix (PHX), or Seattle (SEA).

Pago Pago, American Samoa (PPG)
Papeete/Tahiti, French Polynesia (PPT)
Seoul, Republic of Korea (ICN)
Sydney, Australia (SYD)
Tokyo, Japan (HND)

Additional Interline Destinations
- Pago Pago, American Samoa (PPG)
- Papeete/Tahiti, French Polynesia (PPT)
- Seoul, Republic of Korea (ICN)
- Sydney, Australia (SYD)
- Tokyo, Japan (HND)

Legend
- Service provided by Southwest Cargo®
- Service available via complimentary road feeder service
- Service provided by WestJet® or Hawaiian Airlines®

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