

**Q** Can I get a custom tank or cabinet?

**A** We are unable to produce custom sizes of aquariums or cabinets, and only have available what is shown on our website. You can however specify certain features when ordering your aquarium, for example: more holes to be drilled, different weir placement, different sized holes, custom sump baffle placement, black silicone, etc. You can find costs for these modifications in Seashell's price list.

**Q** Can I order the cabinet, hood or tank separately?

**A** Yes, you can order the hood, cabinet or tank from any of our aquariums separately through Seashell.

**Q** Do you get different colours of stain?

**A** We sometimes have limited edition models (Country Cream, Country Green and Smoked oak - for example), but otherwise all of our aquariums come in the same natural oak stain.

**Q** Does the aquarium come with any equipment?

**A** Our aquariums do not come with any equipment in order to allow everyone to select the best equipment for their own individual needs. You should be advised on which equipment is best suited for the fish the customer would like to keep.

**Q** How do I care for my aquarium?

**A** All of our tanks come with a care guide to help you preserve your aquarium for years to come. You can find this on in ThinkTank. We recommended treating the oak every six months with a clear beeswax to maintain the natural sheen and water resistance.

**Q** Will the wood absorb water over time?

**A** Our aquarium cabinets and hoods are made from natural solid oak and wood is a naturally hygroscopic material. The wood has been treated and no issues should occur if you follow the correct advice in our care guide.

**Q** Do you get open topped hoods?

**A** We have a limited range of open topped hoods. You can see which models of aquarium can have an open topped hood on our pricelist in ThinkTank.

**Q** Can I get spare handles, door knobs or hinges?

**A** Spare parts are available for a small cost through Seashell. These are available in brass or silver to match your customer's existing furniture.

**Q** Can I buy matching furniture?

**A** Matching furniture can now be bought from The Oak Room. Their website is [www.oakroomonline.com](http://www.oakroomonline.com) or you can visit their showroom in Sunnydale Garden Centre, Cwmbran, South Wales where they showcase their most popular pieces.

**Q** How long does delivery take?

**A** Delivery time varies: sometimes due to high demand and the craftsmanship involved in the manufacturing process delivery can take up to 12 weeks if your local store does not have stock.

**Q** Can you deliver direct to my home or only to store?

**A** Some models can be bought online at [www.fishkeeper.co.uk](http://www.fishkeeper.co.uk) for home delivery. Other models are exclusive to your local Maidenhead Aquatics or Fishkeeper Scotland retailer - you can find contact details for your nearest store at [www.fishkeeper.co.uk](http://www.fishkeeper.co.uk).