

Atlantic British *Notes*

THE ATLANTIC BRITISH QUALITY ASSURANCE GUARANTEE

Every part we sell is guaranteed against defects for 1 year from purchase date. If the part does not perform as expected, return it within 30 days from the date of purchase for an exchange or refund—see exceptions.*

As a direct importer, Atlantic British Ltd. is able to offer lower prices on virtually every part and accessory we sell because we pay no licensing fees, no distribution fees, no dealer fees and no import agent fees.

Since 1970, we've built our reputation on offering premium-quality parts and fast, efficient service at fair prices.

3 ^{OVER} Decades
OF SERVICE AND
EXPERTISE!

Thank you for choosing Atlantic British Ltd. We look forward to doing business with you for many, many years to come! Visit us and order online at AtlanticBritish.com or MiniCarParts.net.

IN ORDER TO SERVE YOU BETTER...

...we've developed these policies in our effort to simplify our shipping process... and ensure your satisfaction.

RETURNS to avoid service charge:

- Before returning an item, you must call Atlantic British Ltd. for your Return Authorization Number.
- The Return Authorization Number must be clearly legible on the outside of the box.
- Returns must be made in their original cartons and be in new, saleable condition.
- A copy of the invoice and a Merchandise Return Form (see reverse) along with a brief description of why the item is being returned, must be packed in the box.
- In the event you received a defective part, it will be replaced with another (if available) when returned within 30 days.

“Before returning an item, you must call Atlantic British Ltd. for your Return Authorization Number.”

- All items must be returned shipping pre-paid.
- *There is no return on special order parts. Special orders must be pre-paid in advance.
- *There is no return on workshop or parts manuals, videos/DVDs or CDs.
- *There is no return on electrical parts, including gauges, relays, lights, bulbs, starters, alternators, regulators, switches, and wiring harnesses.
- Claims for shortages or deduction for erroneous charges must be presented within ten (10) days of receipt of goods.

DAMAGED SHIPMENTS:

- Damaged shipments are the responsibility of the carrier. Should your shipment appear to be damaged or opened when you receive it, check the contents in the presence of the driver. Report any discrepancies and file a damage claim with the carrier at that time.
- Recording damaged shipments is the responsibility of the customer. You must have the driver note all damages on the freight bill before you sign for the package, if you choose to accept the package.
- Save all packing materials your order was shipped in until your claim is settled.

TO SHIP US A RETURNED PART:

- 1) Returns are only accepted at our Clifton Park, NY Headquarters. That address is: Atlantic British Ltd., Customer Returns, 6 Enterprise Avenue, Clifton Park, NY 12065. Absolutely NO returns are accepted at our Sparks, NV facility.
- 2) Be sure it meets all the RETURN requirements (stated to the left.)
- 3) The original packing slip or a copy, along with a completed merchandise return form (on back) must accompany the return. (Remember to keep a copy for your records!)
- 4) The Return Authorization Number must be printed on the outside of the returned package to be accepted.
- 5) All returns must have shipping charges pre-paid, including duties, custom and special handling charges, where applicable. C.O.D.'s will not be accepted.
- 6) On returns due to OUR ERROR, your shipping expense may be reimbursed based upon standard service, UPS or Fedex charges. If a re-ship is necessary, we will pay standard ground service shipping charges. Please notify us for authorization on Truck Freight parts.
- 7) A restocking fee of up to 20% may be charged on all returns.
- 8) Warranty: Atlantic British Ltd. guarantees all parts against defects for 1 year from purchase date.* We offer a full refund or exchange up to 30 days from date of purchase,* provided all the return conditions are met (*excluding special orders, electrical parts, videos and shop manuals). All parts are subject to the manufacturer's warranty for workmanship and material. Labor is not included. Failure of a part due to misuse, incorrect installation or failure of related parts is not covered by warranty and is not the liability of Atlantic British Ltd.

**Order Line:
1-800-533-2210**

**24-hour Fax Line:
518-664-6641**

**Secure On-line Ordering 24/7:
www.AtlanticBritish.com
www.MiniCarParts.net**

Business Hours: Mon. - Fri. 8:00am - 7:00pm EST • Sat. 8:00am - 1:00pm EST

MERCHANDISE RETURN FORM

(This form must be completed and accompany all returns)

Send to: Customer Returns, Atlantic British Ltd., Halfmoon Light Industrial Park, 6 Enterprise Avenue, Clifton Park, NY 12065. Complete and return this form with merchandise. Send insured and postage-paid. UPS automatically insures up to \$100. We will refuse packages sent COD. We will refund standard ground service shipping costs if we made an error or your product was defective. You may be charged shipping and handling on exchange items that are not like items. If you need assistance call **1-800-533-2210**.

Before you start—Call for your Return Authorization Number.

Company Name _____	Return Authorization # _____
Individual Name _____	Customer # _____
Address _____	Invoice # _____
City _____ State _____	Daytime Phone () _____
Zip Code _____ Country _____	Evening Phone () _____

LIST OF ITEMS RETURNED

REASON CODE*	ITEM NUMBER	QUANTITY	DESCRIPTION OF ITEM	SIZE	PRICE EACH

* To speed up your return, we ask that you provide the reason for your return by placing one of the following codes in the first column marked Reason Code.

- | | | |
|--|--|---------------------------------|
| BO Back order received too late | NP Not as pictured or described (explain below) | WS Wrong size |
| DA Damaged (explain below) | DQ Disappointed in quality (explain below) | CH Changed my mind |
| DE Defective† (See below) | OW Ordered wrong | WI Wrong item shipped |
| NO Item not ordered | CODR COD refused | OT Other (explain below) |

Explanation _____

† **Defective Items (DE):** Defective items require vehicle model, VIN #, mileage and defect description to be covered for warranty replacement. Please enter this information below if your item is defective.

ITEM NUMBER	VEHICLE MODEL	VIN #	MILEAGE WHEN PART(S) INSTALLED	CURRENT MILEAGE	DETAILED DESCRIPTION OF DEFECT

SELECT YOUR EXCHANGE OR REFUND

(NOTE: CORE REFUNDS CAN TAKE UP TO 3 WEEKS.)

- Even Exchange**
 Exchange for Items Below
 Credit Card Refund
 Place Open Credit on My Account
(For Future Use)
- (Credit Card Refunds are applied to the card used on original order)*

ITEM NUMBER	QUANTITY	DESCRIPTION	PRICE	TOTAL

****INCOMPLETE RETURN FORM MAY DELAY YOUR REFUND AND REQUIRE A 15% RESEARCH PENALTY FEE.**