

RETURN AND REPLACEMENT POLICIES

Return Authorization Policy

Any CUSTOMER needing to return equipment for credit, whether it is toward the purchase of new equipment, a credit to be put on CUSTOMER'S account or to receive a check in the amount of the credit, should follow the procedure below:

1. The CUSTOMER should contact their Sales Associate and provide:
Customer name, contact name, telephone number, billing address, and shipping address, description of items for return, quantity of items for return, and coordinate any specific instructions with your Sales Associate.
2. The Sales Associate will assign a Return Merchandise Authorization (RMA) number for the product.
3. The CUSTOMER shall return material in the original carton F.O.B., Suwanee, Georgia, freight prepaid, unless otherwise authorized, with the RMA number on the outside of the box and on the packing slip. **Packages without RMA numbers will take longer to process.** Please return to the location from which you purchased the product:

**NORTH ATLANTIC, INC.
301-A Brogdon Rd
Suwanee, GA 30024**

4. Upon evaluation, North Atlantic (NA) management will determine the value of the returned product(s). Should the CUSTOMER agree to the value determined by NA, the valued dollar amount can be applied in the following manner:
 - A. towards the purchase of new equipment
 - B. a credit to be put on customer's account
 - C. a check issued for the credit

In the event an agreed value is not reached, NA will be responsible for returning the product to the customer.

NORTH ATLANTIC WORKS TO PROVIDE A FAIR AND TIMELY RETURN FOR CREDITS. THOUGH WE CANNOT LIMIT CIRCUMSTANCES BEYOND OUR CONTROL, IT IS OUR GOAL TO COMPLETE THE PROCESS WITHIN TWO (2) WEEKS FROM THE TIME OF RECEIPT.

Advance Replacements and Missing Parts **

If a CUSTOMER is on open account with North Atlantic, Inc. their account will be billed for the price of the items being replaced until the defective merchandise is returned to NA, at which time a credit will be issued.

COD CUSTOMERS with orders **under \$100.00** will be shipped Net Upon Receipt. If merchandise is not received back by NA in 14 days, charges will be added to the next COD order.

COD CUSTOMERS with orders **over \$100.00** will be shipped by holding the Customer's credit card information (a completed and signed credit card form along with a copy of the card and the driver's license must be on file). If the merchandise is not received back by NA within 14 days, the Customer's credit card will be charged. If the Customer does not have a credit card, the Customer must overnight a check to NA. If the merchandise is returned within 14 days, NA will return the uncashed check along with a refund for the overnight charges up to \$15.50. The Customer must fax or mail verification of their overnight charges to NA. If the merchandise is not received back by NA within 14 days, the check will be cashed and this method of Advance Replacement will no longer be available to the Customer.

**** Please note that this policy is in effect for the items that prove to be defective within the first 30 days of purchase ONLY.**

< < THERE IS A 15% RESTOCKING FEE ON ALL PRODUCTS > >