

AT-Overland ships product using the following methods and under the following procedures:

Ground - including FEDEX and USPS (Domestic and International)

Truck Freight (Domestic and International)

International

Returns & Refused Orders

Ground

We ship via Fedex and USPS, depending on the value of the goods the shipping company may require a signature at time of delivery.

Shipping times vary depending on where you are located. **AT** does it's best to ship to you in a timely manner, we make every effort to ship orders received by 10.00 a.m. Arizona time the same day. Orders received after 10.00 a.m. will be shipped the next day. **AT** takes no responsibility for delays in shipping due to the carrier.

All shipments are insured against damage or loss, we have had very few incidents where damage has occurred to our packages. When it has happened we have found that following these procedures works:

Make a note on the B.O.L. delivery notice, or shipping paperwork of any damage
Take pictures of any visible external damage to the packing
Unwrap the package and take pictures of any damage to the contents
Note any missing parts
Contact **AT** and report the damage.

Truck Freight

Many of the larger heavier items we sell are shipped by truck freight. These include Roof Top Tents, Roof Racks, longer awnings etc.

We can arrange to have goods either delivered to a local freight terminal, a business with a loading dock or fork lift, or a residence.

Residential deliveries are coordinated by the clerk at the local freight terminal prior to delivery. If you are unable to receive the goods at your residence the freight company will arrange for you to pick them up at the terminal.

You can arrange to have smaller items that the driver can unload by themselves, dropped off at your residence even if someone is not there to receive them. This has to be arranged prior to delivery.

Items larger than 100 lbs. require a lift gate to be unloaded. The up charge for a lift gate runs around \$125.00. You can choose to have a residential delivery, for items over 100 lbs., without a tail gate if you are going to have enough help to unload the goods. If arrangements have been made for this type of delivery and there is no help

to unload the goods the driver will return to the depot with the shipment. Arrangements will be made to either schedule another time for delivery, or for the recipient to pick the goods up at the terminal. The recipient will be charged for the cost of the failed residential delivery.

AT suggests that if you are at all in doubt about a residential delivery that you opt for a delivery at your local terminal.

Heavier pieces of freight are palletized or crated for delivery.

Damage: We have been shipping goods by truck freight for over eight years and have had very few cases of damage. Please follow the following procedures. Do not sign for the freight before you have inspected it. If the goods show any signs of external damage please take pictures of the damage, and report the damage to the shipping clerk. Get the name of the clerk their contact details and any report number they give you. Report any damage to **AT** immediately. If the goods are severely damaged refuse to take delivery and inform **AT** immediately. If after taking possession of the good you discover damage, take pictures of the damage, inform the shipping company getting the contact information of anyone you talked to, along with any report numbers. Contact **AT** immediately.

International

AT ships good internationally. Depending on the size of the shipment we ship international air, Less than Container Load, and Container Load. In all cases the recipient is liable for all duty, taxes, clearances, and brokerage.

Returns and/or Refused Orders

The customer will be charged for shipping (to and from), and a 10% restocking fee in all cases apart from where AT has shipped the wrong part. Please make sure you are ordering the correct part, if you have any doubt please call us first to get more information.

If you receive a defective part, or the wrong part please contact AT directly so that we can arrange to have the product returned to us for inspection. After the goods have been inspected AT will contact the customer and discuss a refund or credit.

Pricing may change at any time. AT will notify you of any price changes that effect a product you have ordered.