

Order Assistance Form

Dear Customer,

Your satisfaction is our #1 concern. Our commitment is to handle and post-transaction issues with speed and courtesy. Please fill out the following information below and return to: service@atlasfrontiers.com or mail to Atlas Frontiers 218 W. 36th St Boise, ID 83714.

1. Order Assistance Number	
	Note: Without an Order Assistance Number we cannot process your return. Please contact us at service@atlasfrontiers.com to obtain an Order Assistance Number if you do not already have one.

2. Customer Information	
Name	
Address	
City, State Zip	
Phone	
Email	

4. Handling	
<input type="checkbox"/> Credit Account	<input type="checkbox"/> Replace
<input type="checkbox"/> Repair & Return	<input type="checkbox"/> Other
Explain:	

3. Return Reason	
<input type="checkbox"/> Shipping Error	<input type="checkbox"/> Damaged in Shipment
	<input type="checkbox"/> Lost
	<input type="checkbox"/> Complete Damage
	<input type="checkbox"/> Repairable Damage
<input type="checkbox"/> Not as Described	<input type="checkbox"/> Ordered Incorrectly
Explain:	

5. Gather the Following Documentation	
Copy of waybill, delivery receipt, or tracking information	
Original invoice, order details, or online transaction invoice	
Photographs of the item if damaged	
Inspection report if available	

6. Signature	
Sign:	Date:

Return Policy: Great care is taken to present accurate photographs and descriptions regarding every item listed. If you have questions at any step of the process, we will try to quickly respond to your inquiries. Please notice that the quality and condition of the item is carefully described in detail on this listing. If you receive the wrong item we will be glad to accept a return within 3 days after you receive your shipment. If a shipment is damaged in transit, we must be notified within 3 days to initiate a damage claim. If the item is not to your liking, we will accept a return for a full refund of the purchase price only within 3 days of your receipt of the item. Freight collect returns will not be accepted.

A minimum restocking charge of 15% or \$50.00, whichever is higher may be charged. Orders shipped incorrectly are not subject to restock charges and correct items will be shipped prepaid by surface freight. All other returns are subject to the restock charge. Goods must be in the original packaging/container and in sellable condition to be considered for restocking. Credits and refunds take up to 14 days to process.

Your SATISFACTION is our #1 priority. We work hard to earn your trust and future business.