



## MS Atlantic Ltd

### Customer Guide

(applicable in conjunction with our T&C)

#### Placing an order

- Order processing is usually within 48 hours. During busier periods and near loading and container departure times order processing and purchasing lead time may be longer.
- For orders received close to closing date or with longer delivery, times which will not arrived in time for shipping, may not be prioritised unless urgent and there are no options for quicker delivery (i.e. express, next day delivery etc)
- If you require certain items to be loaded on a certain voyage, please let us know and we will do our utmost to accommodate your needs.
- We can order from most UK based websites – please see the list of recommended and most used sites. We also have a list of sites we have blacklisted due to issues with them in the past. If a website is deemed suspicious and /or high risk or without PayPal payment options, we may not accept to place the order. If a customer still wishes to place an order from a site without PayPal payment options, order will be placed at customers' own risk and advanced payment will be required. We do several checks to assess the sites are legitimate, however ultimately it is customer's responsibility to ensure goods are ordered from reliable source when requesting orders. In event of goods failing to be delivered, we will do our best to recover the money on customers' behalf but depending on the severity this can take several months or longer. Despite our best efforts, in some instances the money cannot be recovered if the seller cannot be traced or there are no funds in their bank account.
- We do order from sellers who are based outside the UK i.e. Europe, China, USA etc, however the delivery times to the UK can take up to 4-6 weeks. Long delivery times may also affect the order prioritisation. Customer is responsible for covering any import duties and shipping cost (where applicable). Please check there a PayPal payment option before placing the order
- Please use the link below to check sites before placing an order:
  - o <https://www.scamdoc.com/>
  - o <https://www.scamadviser.com/>
  - o <https://www.getsafeonline.org/checkawebsite/>
  - o <https://uk.trustpilot.com/>
- The customer is responsible for paying the listed price and the delivery charges, please check the delivery cost as occasionally the delivery charges may be significantly higher than the items cost. Where goods are subject to and are delivered with VAT invoices, VAT will be deducted at time of invoicing and goods will be shipped excluding VAT (where applicable). If we cannot obtain VAT invoice, unfortunately we are not able to deduct the VAT.
- High number of low value items (15+ different items per order) may be subject to additional charges.
- For high value orders we may require deposit or upfront payments in full.
- To ensure customer requests are processed without a delay, orders should be placed via email ([orders@msatlantic.com](mailto:orders@msatlantic.com)), giving the following information:
  - o Provide a link to the website and link to the item you wish to order
  - o Product code, ASN for Amazon, Item Number for eBay
  - o Size and colour



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- Number of items
- Price
- Name, address to be shipped to and contact number
- Method of shipment i.e. sea or air freight
- Incomplete information may lead to delay in processing your order, incorrect items being ordered, shipped under wrong name, to wrong location and method of shipment.
- Grocery orders- family shopping orders can be placed online. Additional charges apply for packing grocery order. For big orders and bulk buying, please contact us.
- Shopping off-line is available at an additional cost, please contact us for more details .
- Regular customers with good credit rating can be set up with their own login for online shopping, please contact us for details.
- We reserve the right to delay or refuse to process future orders if there are overdue invoices on your account.
- All orders must be placed using our dedicated email [orders@msatlantic.com](mailto:orders@msatlantic.com) . Please do not use any other communication channels like Messenger and WhatsApp to place orders.

#### Freight forwarding

- Please submit your completed Freight Forwarding form, to ensure your goods being shipped without a delay. Please ensure all boxes are **clearly labelled** with the Recipient address and destination as well as the Sender details.
- Orders placed by you for freight forwarding , which are delivered to us and require checking/ tracking may be subject to additional charges, please contact us for more details.
- No Dangerous Goods are accepted for air freight. For Sea freight, please contact us
- Freight Forwarding goods may be subject to an inspection at our warehouse should there be a missing documentation, lack of clear labelling or suspicious contents or potentially Dangerous Goods. Additional charges will apply.
- Freight Forwarding illegal substances will be reported to the Police in the UK as well as to the local Law Enforcement Agencies at destination.

#### Costs

- Customer pays the advertised price plus delivery cost or handling charges if applicable, and the cost of shipping.
- Our service charges include the cost of freight and handling, commission + transfers, where applicable. Please contact us if you need more information.
- Min freight charge for sea-freight is £7 to St Helena and £10 to Ascension and Falklands; airfreight £7.50
- For Air Freight Goods Volumetric Weight charges apply (see our Useful Links page for a calculator)



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#### Invoicing

- Invoices will be sent once we receive your goods, and they are loaded and ready to be shipped.
- Our standard payment terms are within 7 days for sea freight and 1-3 days for airfreight from the invoice date unless agreed otherwise with us in advance.
- Any invoice queries must be sent to [info@msatlantic.com](mailto:info@msatlantic.com) . Please do not use any other communication channels like Messenger and WhatsApp for invoice queries

#### Payments

- Payments can be made to our UK or St Helena Bank Accounts, 1% bank transfer charge is applicable to payments into BOSH. If customer is making payments to our UK account from their St Helena Bank Accounts, they will be responsible for paying the bank charges.
- Invoice number must always be used as a reference when payments are made.
- Please email Remittance Advices to [info@msatlantic.com](mailto:info@msatlantic.com)
- Once payment is allocated, you will receive an electronic payment receipt, which can be used as a Proof of Payment when collecting the goods. Please ensure the receipt is forwarded to the person who will be collecting the goods. If you have not received a payment receipt within 5 working days of making payment, please email us [info@msatlantic.com](mailto:info@msatlantic.com) to check if there are any issues with the payment allocation.
- Unauthorized late payments may be subject to additional charges. We reserve the right to refuse service to customers who regularly fail to make their payments.

#### Quotes

- If you require a quote, please ensure you provide us with the correct information and all sizes in cm (not inches) and weight for airfreight. Please note all quotes are an estimate based on the information provided and the prices at the time. Freight prices are dictated by the shipper and can change without prior notice.

#### Collections

- We can arrange a collection, please get in touch to arrange. Min collection cost is £8.50 per box (for a standard size box approx. size 60x40x35cm, 20-30kg) or prorated per cbm for bulk items.

#### Insurance

- It is a responsibility of the customer / sender to arrange insurance cover if required.

#### Goods collection at destination

- Once container / AF cargo arrives, the goods will need to be collected from our agent on the Island as soon as the goods are available for collection.
- Proof of payment is required prior collection, otherwise the goods cannot be released.
- Goods must be collected within 5 days from arrival. St. Helena customs charges for goods left in container after 7 days is £40 per day. Customers without prior arrangement will be responsible for the cost and may have their goods confiscated.