



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 website – 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.
- 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)
- 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 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), 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
 - o Number of items
 - o Price
 - o Name, address to be shipped to and contact number
- 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.



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- We reserve the right to delay or refuse to process future orders if there are overdue invoices on your account.

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, which are delivered to us and require checking/ tracking may be subject to additional charges, please contact us for more details.
- No Dangerous Goods 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 suspicions contents. Additional charges may apply
- Freight Forwarding illegal substances will be reported to the Police in the UK as well as on the Island

Insurance

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

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 day for airfreight from the invoice date unless agreed otherwise with us in advance.
- 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.
- Unauthorized late payments may be subject to addition charge

Costs

- Customer pays the advertised price plus delivery cost 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

Goods collection

- Once container / AF cargo arrives, the goods will need to be collected from our agent on the Island
- Proof of payment is required prior collection
- 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.