

American Best Claims/Return Policy and Procedure
Please read carefully, as our Policy has been updated as of November 7, 2006.

American Best always appreciates your business. Our staff continually strives to provide excellence in service to all of our customers.

Upon receipt of your shipment, please open your cartons and identify all materials immediately. This is to ensure that all items ordered are present and intact. **No merchandise can be returned without prior authorization from American Best.** Items must be in new condition. The same packaging should be used to ensure safe return.

Shipping Damage Claims

If the product you receive is damaged, you **MUST** make note of damages on the truck bill of lading or immediately notify your FedEx, UPS, or Common Carrier driver to mark any damages on their shipping form. **YOU MUST MAKE NOTE OF ANY DAMAGES BEFORE THE SHIPPING CLERK LEAVES YOUR FACILITY.** American Best staff will be happy to assist you with filing a shipping claim, however, damage claims are your responsibility.

Claims/Return Policy

1. Claims, shortages, overages, incorrect stock or damaged merchandise must be reported to American Best **within 15 working days** of the delivery date of the merchandise. The invoice number and the order date will be needed to process the claim.
2. Any payment adjustments to your invoice must be authorized by American Best; payment adjustments to your invoice will be made after receipt and inspection of

your returned merchandise. The purchase price will be credited to the customer's account upon receipt of returned merchandise. Shipping costs will not be refunded.

3. A UPS return label(s) will be mailed to you at the same shipping address as purchased, upon authorization of the return request. Please affix the UPS label(s) to your carton(s) for return and bring the carton(s) to your local UPS office or give the returns to your UPS driver. **Do not call for a UPS pick-up** as that will trigger a 2nd Day Air return freight charge.
4. Charge Fees for returned merchandise invoiced to your account:
 - Freight charge on COD returns
 - \$30 for all NSF returned checks
 - A **20% restocking charge** will be applied if American Best does not receive your return merchandise **within 15 working days** of the delivery date of the UPS return labels. **American Best will not receive any return merchandise after 25 working days of the delivery date of the UPS return labels.**
5. No returns accepted on **clearance or sale** merchandise.

For questions or clarifications, please contact us at 1-800-634-8848.