



For the **Tru** Professional



1125 Hayes Industrial Drive • Marietta, GA 30062-2428
PH: 800-241-9414 or 770-427-1334
FAX: 770-427-9011 • www.atlanco.com

Returns & Claims

1. ATLANCO **will not** accept any return without prior approval. Please call, email or fax our office to receive authorization for a return. An authorization to return merchandise does not ensure a credit. All items are inspected and must be received in as-shipped condition.
2. All claims on shipping related claims must be made within 10 days of receipt of goods. Claims not made within this time limit are subject to denial. All claims on defective merchandise must be made within 30 days of receipt of goods. We will not accept merchandise that has been soiled or laundered.
3. Merchandise returned must have all store identification, labels & price tags removed; failure to do so will result in a 10% handling fee.
4. Management reserves the right to assess a restocking fee on any non-defective merchandise returned.
5. Any merchandise returned without prior approval **will** be refused and shipped back to the customer freight collect.
6. The return of any merchandise that was not purchased from ATLANCO is subject to disposal or will be returned freight collect with no credit applied to your account.
7. Have the following information ready when contacting our offices to schedule a claim. Not having this information ready may cause a delay or refusal of your claim:
 - 1) Account number
 - 2) Company name
 - 3) Date of sales order or invoice containing items in question
 - 4) Sales order number of sales order or invoice containing items in question
 - 5) Item number
 - 6) Description (including sizes)
 - 7) Quantity returning
 - 8) Reason for return