

TERMS OF BUSINESS

Hours of Operation

Order desk hours are Monday through Friday 9:00 a.m. until 5:00 p.m. Eastern Time. Whenever possible orders received before 12:00 noon will be processed and shipped the same day. If anyone would like to visit our location we would like to request that you please make an appointment before dropping by. We enjoy seeing our customers, discussing their cars, and showing them our latest developments, however, some days or times of day are better for us to give the attention we like to offer.

Ordering Procedure

You may place an order by telephone, fax, or by mail. Ordering by telephone will connect you to a technical-sales advisor who will help with any questions, or make ordering recommendations, if you require. Knowing your 6 digit BAT customer number, catalog part numbers, quantities, and description of order items will help minimize any possible errors in processing your order. Telephone orders may be placed during business hours as listed above. Fax orders may be placed anytime day or night.

Payment

Payment may be made by Visa, Master Card, Amex, Money Order or Personal Check. Orders which have been paid for by Personal Check will be shipped only after the check has cleared (allow up to 14 days). Orders accompanied by Personal Checks that have been bank certified will be shipped with out delay. We have no objections to shipping on a COD basis if required, however, all COD's must be paid upon delivery with money order or certified check. When ordering by mail or fax by Visa or Master Card be sure to include your card number and expiration date. Residents of countries outside the United States must prepay for their goods in U.S. currency. All prices for goods shipped outside the continental United States are quoted FOB Sarasota, FL. All shipping/duty charges must be the responsibility of the consignee at rates applicable to that particular country.

Shipping

Unless otherwise stated, all orders will be shipped by United Parcel Service (UPS) surface system. Actual UPS rates are charged based on package weight, zone (distance traveled from source) and insured value. We do **NOT** charge additional "handling" fees. We can also offer express (overnight, 2 day or 3 day) service if required, check with us for details and additional charges. Items too large or heavy for UPS service will be shipped common carrier (truck) freight collect. Optional shipping services include Surface Mail, Air Mail, and Air Freight at current rates. Additional charges apply for items that require special packaging - we will advise.

Back Orders

We dislike back orders as much as you do, and although we carry a huge inventory of merchandise it is inevitable that we will sometimes run out of certain items. In this case we will hold the order open and ship the back ordered item directly when the item becomes available. We **NEVER** charge for back order items until they actually ship. If an item looks like it will be on back order for longer than 4 weeks we will try and let you know the approximate time of delivery. You will then have the opportunity to reconfirm or cancel your order.

Privacy & Security

Your personal information is used/maintained to facilitate the services you request and provide you with a smooth, efficient service. As a matter of policy, personal data is strictly used for internal purposes only. BAT treats personal data as an asset that must be protected against loss and unauthorized access. Our main computer network is **NOT** connected to any outside source and we employ many different security techniques to protect all data from unauthorized access.

Special Orders

Some items that we offer are available as special orders. This includes custom variations on catalog items and race prepared parts. All special order items require a 50% deposit at the time the order is placed with the balance due at time of shipping. You will be advised at the time of your order if any item falls into this category.

Returns

All returns must be authorized by BAT with in **30 days** of the invoice date and must be sent prepaid. Returns must have an authorized RGA number and be accompanied by a copy of the original invoice. A restocking charge of 20% may be assessed at our discretion depending on the reason for the return. Certain parts such as bearings, books, electrical items and piston rings or any part that has been modified or installed in any way are not returnable. Return items totaling less than \$20.00 can be returned for store credit only.

Warranties

All parts are covered only by the manufacturers warranties and/or guarantees. BAT Inc. can assume no responsibility or liability for use or application by the user. Claims for goods damaged in transit are the responsibility of the carrier. You should always examine the contents of your package and notify the carrier immediately if there is any sign damage.

- Important Notice -

Some of the equipment in this catalog is intended for racing or off-highway use in the United States. BAT Inc. ships all over the world so we must make it the responsibility of the customer to check the legality of fitting any part to his/her car. There are many different State, Federal and provincial regulations governing the replacement of automotive parts and BAT assumes no responsibility or liability for their illegal use. Please check the regulations in your area before ordering.