



January 23, 2002

Dear Valued ATR Customer

Our carriers have requested that we obtain written authorization from our customers in order to ship packages Freight Collect, Third Party Billing or Consignee Billing.

They have specified that this authorization must be on your company letterhead. I have attached a copy of a form that you can use as a guideline. This may also be copied onto your company letterhead. After you have completed the form, please fax it back along with the signed copy of our damaged freight policy. Please note, we cannot process your order until we receive this authorization.

If you have questions, please feel free to contact Debbie Montoya in our accounting department or one of our sales representatives

Have a nice day!

Debbie Montoya
Administrative Assistant
dmontoya@atrlighting.com
Toll Free: 800-624-4568
Toll Free Fax: 800-858-1197

“The Light Bulb Specialist”

PO Box 67 10 Industrial Road Richland, MO 65556

11/05

DATE: _____

TO: ATR Lighting Enterprises AND United Parcel Service, DHL, Federal Express
and/or Federal Express Ground

RE: Freight Collect, Third Party Billing and Consignee Billing Request

It is the desire of _____ that ATR LIGHTING ENTERPRISES
(company name)
can ship our orders when special shipping instructions are given



(please check all that apply):

Freight Collect _____

Third Party Billing _____

Consignee Billing _____

Our United Parcel Service Shipper Number is: _____

Our DHL Shipper Number is: _____

Our Federal Express Shipper Number is: _____

Our Federal Express Ground Shipper Number is: _____

We understand that this request will remain in effect until we notify ATR Lighting, in writing, of any updated shipping instructions. If you have questions regarding these instructions, please contact me.

_____ Authorized Company Representative

_____ Company Name

_____ Company Mailing Address

_____ Company Shipping Address

_____ Company Phone Number

_____ Company Fax Number



Damaged Freight Policy

REPORTING DAMAGE:

It is the responsibility of the customer to report all damage claims to ATR and to request an RGA processing number within 5 days of the date the shipment was delivered. All damaged freight not reported within this specified time period will be the responsibility of the customer.

KEEP THE BOX:

It is the responsibility of the customer to keep all damaged merchandise with its original packaging (for inspection if deemed necessary by the courier) until the claim has been fully processed.

DAMAGE INSPECTION:

ATR reserves the right to require, if necessary, all or some of the damaged product to be returned to the original shipping point. All returned merchandise must have a valid RGA number. This number should be clearly displayed on the outside of the returned package. ATR will be responsible for the cost of shipping on returned damaged merchandise as deemed appropriate by ATR Lighting.

CLAIMS:

ATR will file claims on shipments with freight terms classified as "pre-pay and add" shipped via UPS, DHL, FedEx, and FedEx Ground. All freight claims on shipments with freight terms classified as "Freight Collect", "3rd Party Billing", and "Consignee" will be the responsibility of the customer.

The customer will be responsible for all damage claims on any shipments that are made via USPS. ATR will be available to assist the customer with any necessary documentation to process this claim.

The customer will be responsible for all damage claims on any shipment that is made via a common carrier trucking company. The customer is responsible for inspecting the shipment and noting on the bill of lading, any visible or hidden damage. ATR will be available to assist the customer with any necessary documentation to process this claim.

DAMAGE NOT COVERED:

The customer shall assume, without exception, all responsibility for freight damage on the following lamp types:

- Any fluorescent or germicidal lamp over 4 feet in length
(including u-bend lamps that have total length over 4 feet.)
- Any T5 Pentron or Silhouette Lamps
- Any subminiature T2 fluorescent lamps
- SOX Low Pressure Sodium Lamps
- Any lamps prescribed at time of ordering.

Light bulbs, by nature, are not easy to ship. ATR Lighting is determined to offer the best packaging and shipping possible.

I have read and understand these terms as listed.

Authorized Signature

Title

Company

Date