



Dear Valued Customer,

ATR Lighting has created a new website for your benefit. The ATR Plus website provides you with the opportunity to access account and pricing information pertaining to your company. Because certain information provided may be sensitive, we require each customer to establish an ATR online account supervisor. This person will have the sole right to update the information, as well as manage other individuals who may access it. This includes adding and removing users at his or her discretion.

ATR Lighting will make every effort to assist in updating information, but all responsibility belongs to the account supervisor. If the account supervisor should change then it is the responsibility of the customer to notify ATR of the change.

I have read and understand these terms as listed. _____
Authorized Signature Title Company Date

ATR On-line Account Supervisor Information

Company Name: _____

ATR Account Number: _____

ATR On-line Account Supervisor: _____

Title: _____

Phone: _____ E-mail Address: _____

Please sign and return via fax to the number listed below. A representative from ATR Lighting will be contacting your On-line Account Supervisor to complete access to this on-line information.

"The Light Bulb Specialist"
Call 800-624-4568 or Fax 800-747-0999



Terms And Conditions Of Sales

TERMS: NET 30 DAYS

ATR terms are NET 30 days from the invoice date on all open accounts. All open accounts must be approved by our credit department. A Credit Information Application must be completed in its entirety. Accounts that fail to pay within the net 30 day terms may be placed on hold. Accounts that have not been approved by our credit department will be serviced on a C.O.D. or pre-paid basis.

MINIMUM ORDER: NONE

There is no minimum dollar requirement on orders placed. Any order that is under \$50.00 will be subject to a \$15.00 under minimum charge beyond any normal shipping or handling fees.

MINIMUM QUANTITY: NONE

There is no minimum quantity required to place an order. Most normal stock items are available to ship in full or partial case quantities. Special orders items may be subject to quantity restrictions.

RETURNS:

All claims must be made within five days from the date of delivery. All returns must be authorized and must be accompanied by a valid Return Authorization Number. ATR reserves the right, at the time of order, to deem certain items as non-cancelable and or non-returnable. All returns are subject to a minimum restocking charge of 25%.

DEFECTIVE PRODUCT:

Any product found to be defective due to manufacturer defect may be returned with a valid Return Authorization Number for full refund or replacement. ATR reserves the right to inspect any product deemed to be defective. In NO instance will ATR be responsible for ANY additional loss or expense incurred by the purchaser or their customer due to products found to be defective.

MAJOR BRANDS:

We consider the following companies to be major brands – Osram Sylvania, General Electric and Philips. If you require a specific brand, pricing may vary. Specific Brands must be specified on all PO's. (Example: "Sylvania Only".) If an item is unspecified, ATR reserves the right to ship the best available product per our discretion.

SHIPPING:

All shipments will be delivered best way via UPS or Common Carrier unless specified. Specified orders may be subject to freight and handling charges despite the value. All orders and backorders placed with a value under \$1000.00 will be subject to normal freight charges FOB Origin plus a \$1.50 handling charge per box.

All backorders will be subject to normal freight charges in addition to \$1.50 handling charge per box.

Most orders placed with a value of \$1000.00 or more with payments postmarked within our standard terms of net 30 days of invoiced date, may deduct freight at time of payment unless otherwise specified at the time of order.

PRIORITY SHIPPING

Orders may be shipped with priority preference if the order is placed before 3:00 p.m. CST. Air shipments may be placed as late as 4:00 p.m. CST. (NOTE - Internet orders with priority preference or air shipments must be placed by 12:00 p.m. Central Time. Please call Customer Service for orders that need priority shipping that are placed after 12:00 p.m. CST)

PRICING INFORMATION:

ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

ORDERING INFORMATION:

Our Customer Service Department hours are Monday – Friday 8:00 a.m. – 5:00 p.m. Central Time or Pacific Time.

Our toll free fax machines are available to accept your orders 24 hours a day. E-mail orders are also accepted 24 hours a day.

LOCATIONS:

ATR Lighting - (573)765-5219 Fax (573)765-4175
10 Industrial Road
Richland, MO 65556

ATR Lighting West - (714)429-1606 Fax (714)429-1021
17308 Mount Wynne Circle
Fountain Valley, CA 92708-4107

I have read and understand these terms as listed.

Authorized Signature

Title

Company

Date

Richland, MO 800-624-4568 Fountain Valley, CA

Prices subject to change without notice - Call for lamps not listed



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.

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