



New Customer Packet

Welcome to ATR Lighting. The following packet is designed to provide us with the information necessary to establish your ATR account. In this packet we have included the following information:

- ATR New Customer Credit Information Application
- ATR Terms and Conditions of Sales
- ATR Damaged Freight Policy

Please take time to review these forms and complete them in their entirety. All forms must be signed by an authorized person from your company before an account can be established. Please feel free to call us with any questions.

Thank you for considering ATR Lighting.

Please sign where indicated and return by fax to (800)858-1197

“The Light Bulb Specialist”

PO Box 67 10 Industrial Road Richland, MO 65556



New Customer Credit Information Application

PART I - General Information

*Form must be filled out in its entirety before a credit account will be initiated. Please Print or Type.

Company Name: _____ D.b.a. Name (If Necessary): _____

Billing Address: _____ City: _____ State: _____ Zip: _____

Accounts Payable Contact: _____ Phone: _____ Fax: _____

Accounts Payable E-mail: _____

Shipping Address: _____ City: _____ State: _____ Zip: _____

Purchasing Contact: _____ Phone: _____ Fax: _____

Purchasing Dept. E-mail: _____

PART II - Company Information

Federal ID #: _____ State Tax Exempt #: _____

State of Incorporation: _____ Is your business: (Circle One) Partnership Ind. Ownership Corp

Taxation Information: (Circle One) Taxable Non-Taxable * * * County of Operation _____
 ***In order to establish your new ATR account we must have a State Tax Exempt Letter on file for all Non-Taxable Accounts. Please attach a copy with this form.

Type of Business: (Circle One) Electrical Dist. Light Bulb Dist. Electronic Dist. Airport OEM
 Other: (Please Specify) _____

Shipping Carrier Preference: Best Way UPS DHL FedEx Ground FedEx Express

Is your business Commercial or Residential: (Circle One) Residential Commercial

PART III - How Did you find ATR Lighting? (Circle One)

New Customers come to ATR using many different resources. Please share with us how you found out about ATR Lighting. All information is used solely by ATR Lighting.

Previous Company Used ATR: (Company Name) _____ Branch Location: _____

Referral: (Company/Contact) _____ Received a Sales Flyer: (Which Flyer?) _____

Received an ATR Catalog: (Which Catalog) _____ Internet: _____ Phone Directory: _____

Other: (Specify) _____

I/We understand and agree that any credit granted shall be paid promptly in accordance with our terms of net 30 days and that the credit grantor may add one and one half percent (11/2%) per month to any balance owed, and in event of default to pay reasonable collection charges and/or attorney fees.

Signed: _____ Title _____ Date _____

*Form must be filled out in its entirety before a credit account will be initiated. Please Print or Type.

Please return all pages by Fax to 800-858-1197 Attn: New Accounts

PART IV - Credit References

Anyone applying for credit with ATR Lighting must submit a Credit Reference Letter or provide the reference information below. Applications without this information may not be processed.

1 Company: _____ Contact Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

2 Company: _____ Contact Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

3 Company: _____ Contact Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

4 Company: _____ Contact Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____



“The Light Bulb Specialist”



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.

I have read and understand these terms as listed.

Authorized Signature

Title

Company

Date