

## **GENERAL GUIDELINES**

These guidelines apply to **Excess Material or Product and/or Wrong Part ordered** – when Customer contacts ATAS to report either 1) excess material or product after job completion, or, 2) when customer ordered wrong part(s) and requests to return it to ATAS.

**To be eligible for return to ATAS, the items must be unused, not modified and in the same condition that you received them. ATAS will determine which items are acceptable for return.**

**ATTENTION: IF YOU RECEIVED DAMAGED MATERIAL or PRODUCT, STOP HERE. Refer to [Freight Claim letter](#) for instructions on how to handle and report damaged goods. This can be obtained at [www.atas.com](http://www.atas.com) or by contacting your ATAS Inside Technical Salesperson.**

## **INITIAL CONTACT**

- Before contacting ATAS, be prepared to provide the Order number and a list of items you are requesting to return to ATAS.
- Take pictures of product/ material being requested to return.
- Contact your ATAS Inside Technical Salesperson for a Return Authorization form, to discuss restocking fees and the method of return.
- For shipping purposes, ensure the items are protected and properly wrapped to prevent handling damage.

## **SHIPPING**

- You will be responsible for paying for your own shipping costs for returning your items to ATAS.
- Shipping costs are non-refundable.

## **CREDIT**

- Upon receipt your items will be inspected, quantity adjustments made if necessary, and the paperwork will then be sent to our accounting department to issue the appropriate credit to your original method of payment.

Rev 02; Rev date: 2/13/2023

**A leading manufacturer with a reputation built on 60 years of quality craftsmanship and knowledgeable staff.**

Headquarters: 6612 Snowdrift Road, Allentown, PA 18106 | Mesa, AZ | University Park, IL

