

### PURPOSE AND ACCEPTANCE

ATSMFG works with approved dealers, designers, contractors, and consultants. These Policies and Terms are intended to support accurate ordering, clear communication, dependable production, and fair handling of freight, warranty, and service issues.

By submitting a purchase order to ATSMFG, the customer accepts these Policies and Terms unless ATSMFG has agreed otherwise in writing.

### PRICING

All published price lists are stated in U.S. dollars and are list prices, FOB ATSMFG's factory in Stone Mountain, Georgia, unless otherwise noted. Prices are subject to change without notice.

Discounted net pricing is available to approved customers. Freight quotations are valid for 15 days unless otherwise stated.

### CREDIT AND PAYMENT

ATSMFG offers net terms to approved customers and accepts approved payment by American Express, MasterCard, Visa, check, money order, or ACH. Credit card or debit card payments may incur a processing fee added at the time of processing.

- Accounts with past-due balances may be placed on Hold. Hold status may prevent order entry, scheduling, acknowledgment, production release, or shipment until the account is brought current.
- New accounts, before final account approval, require 50% advance payment with the order. Full payment, or final approval of terms, is required before shipment.
- Deductions from an ATSMFG invoice require written approval from ATSMFG's credit department. Unauthorized deductions may result in Hold status.
- Returned checks may result in Cash / Certified Funds terms. A \$100 returned check fee applies for each rejected deposit attempt.

### PURCHASE ORDERS

All purchase orders must be submitted in writing. Orders cannot be entered, processed, acknowledged, scheduled, or released for production until payment terms are approved and all order questions are resolved.

- Purchase order number
- ATSMFG model number, quantity, frame finish/color, upholstery, laminate, and all finish details
- Quoted price and details for approved price adjustments
- Shipping instructions, including collect, prepaid, and add, third-party billing, carrier information, and special delivery requirements
- Requested ship or pick-up date
- All special instructions, custom details, or project-specific requirements

### ORDER ACKNOWLEDGMENTS

ATSMFG provides written order acknowledgments confirming receipt, order details, and acceptance of a purchase order. The order acknowledgment, created from the customer purchase order, is the written agreement to produce, ship, and invoice the items as specified.

Customers should review all ATSMFG communications carefully. ATSMFG is not responsible for acknowledgment errors unless they are reported in writing within 24 hours of receipt. ATSMFG is responsible for shipping the items as specified on the final order acknowledgment.

- An order marked ASAP will be scheduled for the earliest available production and shipment date. ASAP does not guarantee immediate shipment.
- Before an acknowledgment can be issued, customer credit must be approved, required order information must be complete, and open order questions must be resolved.

### PRODUCT SPECIFICATIONS AND MATCHING

ATSMFG reserves the right to improve, discontinue, or modify product specifications, materials, and designs without notice. Customers will be notified of changes that impact an order already in process.

Exact matches to previous orders cannot be guaranteed. If a new order is intended to match a prior shipment, the purchase order must clearly state the request and include the original invoice number or other sufficient information.

Natural variations in wood grain, finish tone, upholstery dye lots, laminate patterns, textures, and other materials are normal and are not considered defects.

### ORDER CHANGES AND CANCELLATIONS

Acknowledged orders cannot be changed or canceled without ATSMFG approval. All change or cancellation requests must be submitted in writing and are reviewed based on production status, material commitments, and feasibility.

Order changes requested within 4 business days of the scheduled shipping or pick-up date cannot be processed.

- If a change is approved, the customer is responsible for all additional or non-recoverable costs incurred before approval, including laminate, upholstery, materials, supplies, labor, and obsoleted components.
- If a cancellation is approved, the customer is responsible for all costs incurred before approval, including material, labor, production, handling, and other non-recoverable costs.
- ATSMFG will acknowledge approved changes and cancellations in writing.

### LEAD TIMES AND SCHEDULING

ATSMFG will acknowledge a scheduled ship date based on material availability, current production commitments, order complexity, and the customer's requested date when that date falls beyond current lead times.

Requests for earlier-than-standard ship or pick-up dates may be reviewed and accommodated when possible. If approved, an expedite/overtime fee may apply. ATSMFG is not responsible for delays caused by factors beyond ATSMFG's reasonable control.

### SHIPPING / PICK-UP DELAYS

ATSMFG understands that project schedules can change. Upon written request, ATSMFG may hold completed orders for 30 days beyond the scheduled completion date.

If a customer delay extends beyond 30 days, the order will be invoiced and may be relocated to a storage facility until released for shipment or pick-up. The customer is responsible for all storage costs. ATSMFG will charge a monthly storage fee beginning on day 31.

### WOOD STANDARDS

Wood is a natural material and may vary in grain, color, thickness, texture, and movement. U.S. commercial standards and regulations require customers to be advised that wood products may experience some degree of

warpage and thickness variation.

ATSMFG does not warranty warpage. Customers with project-specific requirements for wood matching, tolerances, or performance should discuss those requirements with ATSMFG before placing the order.

### CUSTOMER'S OWN MATERIAL (COM)

COM yardage estimates are based on 54-inch-wide plain material. Additional yardage may be required for striped, patterned, directional, or large-repeat material, especially when pattern matching is required.

ATSMFG can assist in estimating additional yardage needs, but assumes no responsibility if additional yardage must be ordered. ATSMFG is not responsible for the tailoring performance, durability, quality, or suitability of COM material and may refuse any COM deemed inappropriate for its intended application.

- Send COM to: ATSMFG, 1750 Stone Ridge Dr., Stone Mountain, GA 30083.
- Mark the exterior and interior of each COM package with the purchase order number, ATSMFG order number, and COM pattern identification.
- Purchase orders requiring COM must include the supplier name, pattern and color identification, ATSMFG model number(s), direction, correct side of material, and any pattern matching or placement requirements.
- If no written instructions are received, striped or directional material will be applied vertically and front to back. In the absence of instructions, ATSMFG may make reasonable production judgments regarding COM application with no recourse.

### SHIPPING INFORMATION

ATSMFG ships only to points within the continental United States unless otherwise agreed in writing. ATSMFG will provide freight quotes based on information in the customer purchase order. Orders ship freight collect, prepaid and add, or third-party billing as specified. ATSMFG chooses the carrier for prepaid and add shipments.

ATSMFG freight quotes include freight, handling, and support charges. While ATSMFG attempts to negotiate favorable market rates, ATSMFG cannot guarantee that its freight rates will be the lowest available.

### PACKAGING

ATSMFG's goal is for products to leave the dock in excellent condition and arrive the same way. Freight handling is subject to carrier practices and transit conditions, but ATSMFG uses packaging methods intended to protect products and reduce transit damage.

- Booths and wall benches are bagged, padded, palletized, and boxed for LTL shipment. Products are secured to reinforced pallets, wrapped with heavy-duty commercial-grade stretch wrap. Full truckload shipments may be floor-loaded rather than palletized.
- Chairs and barstools are padded and boxed. Pallets are wrapped with heavy-duty commercial-grade stretch wrap.
- Tables, bases, and trash receptacles are boxed, palletized, and banded. Packaging is built to discourage stacking and shifting during transit.

### SHIPPING CHANGES AND SPECIAL REQUIREMENTS

Changes to delivery specifications, changes while a shipment is in transit, or failure to specify all delivery requirements may result in additional freight charges. These charges are the customer's responsibility. Drivers are under no obligation to assist with unloading unless specific arrangements are made in advance.

- Chargeable delivery requirements may include limited access delivery, residential or non-commercial delivery, lift-gate service, inside delivery, limited delivery windows, weekend delivery, call-before-delivery notification, and driver labor for unloading.
- Additional chargeable changes may include re-delivery, storage, re-consignment, or additional services requested by the consignee at delivery.

### FREIGHT CLASS REFERENCE

Freight class is based on density and/or the NMFTA system, including storability, density, stowability, handling, and liability. Furniture generally has lower density and higher freight class, which can increase cost per pound. Some NMFTA carriers use NMFC codes to determine class, but most carriers currently use density.

### PICK-UP ORDERS

ATSMFG will schedule pick-up with customers before order completion. Pick-up delays are subject to the same rules as Shipping / Pick-Up Delays. Pick-up orders will be packed according to ATSMFG standard packaging procedures unless otherwise specified on the purchase order.

- Cartons and skids may be removed by the pick-up party only after the vehicle has pulled away from the ATSMFG dock. Disposal of cartons and pallets is the responsibility of the pick-up party.
- For multiple pick-up trips or dates, submit separate purchase orders.
- The pick-up vehicle must be appropriate for the merchandise. ATSMFG may refuse release of product to any pick-up party using a vehicle that is too small, lower than standard dock height when pallets or large items are being loaded, or lacking sufficient wall height or tie-down capability to secure the load.

### DELIVERY INSPECTION AND FREIGHT CLAIMS

The customer is responsible for inspecting the entire shipment upon delivery and reporting freight-related issues to ATSMFG within 5 days of receipt. ATSMFG accepts no responsibility for freight-related issues reported 6 or more days after receipt.

For third-party shipments, ATSMFG accepts no responsibility for freight-related issues with carriers selected or arranged by the customer.

- Visible damage: Do not refuse the shipment. Note all damage or shortages on the delivery receipt before signing, record the driver's name, keep a record of carrier contacts, take clear photographs of the damage and packaging, and notify ATSMFG promptly.
- Concealed damage: Keep original packaging for carrier inspection. Failure to retain original packaging may void the claim.
- Freight claims must include appropriate delivery receipt notation where applicable, photographs, signed verification, and submission within 5 days of receipt. Using the ATSMFG Warranty Evaluation Form will help expedite the process.

### WARRANTY OVERVIEW

Warranty claims address qualifying manufacturing defects covered under applicable product warranties. Non-

warranty returns apply to non-defective items and are subject to approval, fees, and exclusions. Dealers are the primary point of contact for warranty and return requests.

Product-specific warranty sheets govern all warranty determinations. The summaries below are provided for reference only.

### LIMITED WARRANTY SUMMARY

- **ATS Furniture:** qualifying furniture products are warranted against manufacturer defects in materials and workmanship for 1 year from the original date of purchase. Welded steel frames, excluding stack chairs, carry 5-year coverage against broken or fatigued welds. Outdoor furniture carries 1-year coverage against broken or fatigued welds. Table bases carry lifetime coverage against broken or fatigued welds.
- **MET Light Equipment and FLO Faucet Products:** covered by a 1-year limited warranty against defects in materials or workmanship under normal use. Repair or replacement is determined at ATSMFG's discretion. Only written warranty terms agreed to by ATSMFG apply.
- **LIT Equipment (powered by CPS):** covered by a 1-year limited warranty and serviced by Consumer Priority Service (CPS). Coverage applies to qualifying mechanical or electrical defects under normal use. CPS determines the service method, including on-site or depot repair when applicable.

### WARRANTY LIMITATIONS AND EXCLUSIONS

ATSMFG's warranty responsibility is limited, at ATSMFG's discretion, to the cost of repair or replacement of the affected ATSMFG product. Warranty responsibility is FOB ATSMFG's factory in Stone Mountain, Georgia.

Warranty does not include labor, field service, installation, removal, transportation, loss of use, incidental damages, or consequential damages unless otherwise required by law.

- Warranty does not cover normal wear and tear; misuse; abuse; neglect; improper maintenance; improper installation; field modification; unauthorized repairs or modifications; cosmetic damage; freight damage not properly reported under ATSMFG freight claim procedures; natural wood movement, thickness variation, or warping; COM material performance, durability, quality, or tailoring characteristics; or products sold as closeout, as-is, or used.

### WARRANTY CLAIMS

Warranty claims must be submitted within 30 days of first recognizing the issue. All claims must be submitted in writing using the ATSMFG Warranty Evaluation Form and sent to [csr@atsmfg.com](mailto:csr@atsmfg.com).

- Include photos or videos clearly showing the issue, sales order or purchase order number, serial number if applicable, purchase date, brief issue description, and current product location.
- After review, ATSMFG will advise on next steps and provide repair, return, or replacement instructions if the claim is approved.
- When an end user is involved, ATSMFG may work directly with the end user as needed to complete the approved warranty resolution while making reasonable efforts to keep the dealer customer informed.

### NON-WARRANTY RETURNS

- Products that do not qualify for warranty coverage may be considered for return only with prior written authorization from ATSMFG. Unauthorized returns will not be accepted.
- Custom, made-to-order, used, closeout, and as-is products are not returnable.
- Approved non-warranty returns are subject to a minimum 25% restocking and handling fee, freight prepaid by the customer, inspection upon receipt, and final approval by ATSMFG.
- Returns may be issued as a credit or exchange at ATSMFG's discretion.

### GENERAL RESPONSIBILITY

Customers are responsible for proper receipt, inspection, handling, installation, use, and maintenance of products after delivery or pick-up. These Policies and Terms are subject to change without notice.

### CUSTOMER SERVICE

Email: [csr@atsmfg.com](mailto:csr@atsmfg.com) | Phone: 770-270-1688

Hours: Monday-Friday, 8:30 AM-5:00 PM ET |

Web: [ATSMFG.com](http://ATSMFG.com)

AutoQuotes Enabled



Effective May 2026

