

**RETURN POLICY**  
**A.T.S. ELECTRO-LUBE INTERNATIONAL INC.**

At A.T.S. Electro-Lube International Inc. (A.T.S.) we take pride in the exceptional quality of our products. A.T.S. has established guidelines to offer our customers the best possible support as a commitment to customer satisfaction. Our Technical Support Department is available to assist you in resolving any product or application difficulties you may have. It can be contacted at: 604-946-1308, or toll-free at: 1-800-663-8141. In many cases we can prevent a return altogether by resolving issues with a phone call. We have seen a lot of success by talking our customers through their issue(s) over the phone.

All customer returns must be authorized with an A.T.S. Return Material Authorization number (RMA#). The RMA number is only valid for 45 days, at which time the product(s) must have arrived at the specified location.

There are three categories of product returns:

1. DEFECTIVE PRODUCT
2. CUSTOMER ERROR
3. SHIPMENT ISSUES

**1. RETURN PROCESS FOR DEFECTIVE PRODUCT**

The RMA# is only an authorization for returning a product. A.T.S. must approve a repair or replacement of the product(s) after analysis. To obtain approval the customer must, among other things, not have voided the warranty. Please refer to our "A.T.S. Electro-Lube International Inc. Limited Warranty" for warranty information. The decision to repair or replace the product(s) will be made at the sole discretion of A.T.S.

Step 1: Initiate the Return

There are two ways to initiate a return. The first is to complete the RMA Questionnaire located under the "Resources" tab on our website and email it to [info@atselectrolube.com](mailto:info@atselectrolube.com). The second way is to call A.T.S. at 604-946-1308 (or Toll Free 1-800-663-8141) and ask for the Technical Service Department or the RMA Department and have them complete an RMA Questionnaire for you. If you do call, please have the following information on hand: customer name and contact information, product code or model, the serial number(s) of the product(s) and the nature of the problem.

Step 2: Obtain an RMA number

The RMA Department will review your submission. If your product(s) is still under warranty, A.T.S. will issue an RMA#. If your product(s) is not under warranty, proceed to Step 5.

Step 3: Return the Product(s) to A.T.S.

All parts and components that were originally shipped with the product must be returned unless the RMA Department has advised otherwise. All units must be turned off. The shipping documents and package(s) must be clearly marked with the designated RMA#. If the return includes batteries, please ensure proper shipping procedures are followed. If any returns do not meet these requirements our

receiving department will refuse the shipment. A.T.S. will pay for shipping costs on all warrantied returns with an RMA# if the product(s) is shipped as required.

#### Step 4: Warranty Repair and Return

A.T.S. will analyze the product(s) and determine the cause of the issue and ensure the warranty has not been voided. A.T.S. will decide, in its sole discretion, to either repair or replace the warrantied product(s). Typical warranty repair RMA processing time is five (5) business days after receipt of the product(s). The product(s) will be returned to the customer at A.T.S.' expense. The customer will receive an invoice and RMA Summary Form with the shipment.

#### Step 5: Out-of-Warranty Analysis

If the product(s) is not determined to be under warranty, the customer may request that A.T.S. analyse the issue. A.T.S. will perform the analysis free of charge. A.T.S. will issue an RMA# once the customer completes and returns the RMA Questionnaire, but the customer must pay for all shipping costs, duties, brokerage fees and taxes associated with the return.

After analysis, A.T.S. will determine, in its sole discretion, if the product(s) is repairable or not. If the product(s) is considered repairable, A.T.S. will send the customer a quote for the repair. A.T.S. will not start the repair until payment has been received or a purchase order has been issued. If the product(s) is not repairable then the customer can arrange return shipment within 10 business days, or A.T.S. will dispose of the product(s).

Returned product(s) will be sent with an invoice and RMA Summary Form. The customer is responsible for all shipping costs, duties, brokerage fees and taxes associated with the return.

#### Step 6: Follow-up

The customer will receive a follow-up communication from either the head office or a sales representative of A.T.S. regarding the performance of the newly repaired or replaced product(s).

## **2. RETURN PROCESS FOR CUSTOMER ERROR RETURNS**

If an order was placed incorrectly or a customer wants to return a non-defective product(s), A.T.S. may, but is not obligated to, authorize a return of the product(s). The product(s) must be unused and returned in its original packaging. All parts and components that were originally shipped with the product(s) must be returned unless the RMA Department has advised otherwise.

If A.T.S. authorizes a return, it will assign an RMA number to the customer. A.T.S. does not process refunds, but you (the customer) will be credited for the amount of the returned product(s) minus a 25% restocking fee which is used to cover the administrative costs of the return. All credits are processed at the end of the month. The customer is responsible for the shipping expenses, including all customs duties, brokerage fees, taxes, etc. to return the product to A.T.S.

The shipping documents and package(s) must be clearly marked with the appropriate RMA#. If the return includes batteries, please ensure proper shipping procedures are followed. If any returns do not meet these requirements our receiving department will refuse the shipment.

Once A.T.S. has verified that all product(s) and parts and components have been returned, a credit will be issued to the customer's account at the end of the month.

### **3. RETURN PROCESS FOR SHIPMENT ISSUES**

Any lost shipment must be reported to A.T.S. Electro-Lube International Inc.'s head office within 30 days of the product(s) invoice so that we may start a claim with the shipping company.

If you receive a product(s) that has been damaged during shipment that was paid for by A.T.S., please email us at [info@atselectrolube.com](mailto:info@atselectrolube.com) within 14 days. Please include a description of the damages and include pictures to prove damage. This information is extremely helpful to us to start a claim with the shipping company.