



**ATS Systems**  
**Return Merchandise Terms and Conditions**

**I. RMA Conditions:** All RMA's must be accompanied by an RMA number that is issued by approved and issued ATS.

**II. Parts, Collet Chucks, & Unit Orders:**

- A. The customer has 7 days from the date of shipment to contact Sales and request an RMA number
  - Special, or custom orders are not returnable.
  - Please contact your Inside Salesperson to confirm if the item(s) is considered standard, custom, or special.
- B. Should the abnormal function or damage occur as a result of incorrect application of the product, non-compliance to ATS Systems and/or the vendor's product specifications, wrong mounting or installation, unauthorized product modifications, careless handling, and so forth, ATS Systems warranty will not apply. In such cases, a 50% re-stock/refurbish fee will apply if the return of the item is accepted.
- C. Restocking fees may range from a minimum of 15% to 50% or more.
  - The restocking fee, (if any), will be determined at the time of product evaluation
  - If the returned item is determined to be damaged, higher restocking fees may apply, or refusal of return may occur.
- D. The loss of accuracy caused by normal wear and tear is not covered by this warranty

A copy of the shipper and signed copy of this form must be sent to: [Sales@atssystems.us](mailto:Sales@atssystems.us) within 7 days of return claim and include a copy of this document with the shipment. The shipper is to include the carrier, method of shipment, and tracking number. If correct return procedures are not followed credit will not be issued. The ATS Product must be returned within 10 days of the issuance of the RMA. If the product is not returned within the time specified above, the invoice will need to be paid in full and/or higher restock charges will apply.

All claims to credits will be forfeited if RMA timelines and guidelines are not followed and/or 60 days since issuance of the RMA has passed.

**Disclaimers:** The foregoing is the complete warranty for the products and supersedes all other warranties and representations, whether oral or written. All other warranties whether express or implied are disclaimed, including, but not limited to repair or replacement of product with warranted defects. Under no circumstances will ATS Systems be liable to the purchaser, or to any user, for any damages, expenses, lost profits, lost savings, damage to or replacement of equipment and property, costs of recovering, reprogramming, or reproducing any material, or other damages arising out of the use or inability to use the ATS Systems supplied products.

**I. Warranty Terms:** ATS Systems guarantees that all products sold are free from defects in material and workmanship for a period of one year from the date of original purchase.

**II. Warranty Conditions:**

- A. Should abnormal function or damage occur during the warranty period, the abnormal functioning portion or damaged portion may be repaired or replaced without charges to the customer. ATS Systems will replace warranted defects but will not service them on-site. The following considerations apply:
  - 1. The warranty claim is made to ATS Systems within the warranty period.
  - 2. ATS Systems must acknowledge that the abnormal function or damage was caused by fault in the material or manufacturing process.
  - 3. The product was installed, used, and maintained according to the specifications of ATS Systems and its vendors.
  - 4. The warranty items may be repaired or replaced at the discretion of the specified manufacturer.
  - 5. The purchaser must contact ATS Systems to report the warranty claim.
  - 6. Upon acknowledgment of a warranty claim, ATS Systems Inc. will assign an (RMA), Returned Goods Authorization number to the purchaser.

The purchaser must ship the product back to ATS Systems. The purchaser must place the return number on the outside of all packages being returned.

A copy of the shipper and signed copy of this form must be sent to: [Sales@atssystems.us](mailto:Sales@atssystems.us) within 7 days of return claim and include a copy of this document with the shipment. The shipper is to include the carrier, method of shipment, and tracking number. If correct return procedures are not followed credit will not be issued. The ATS Product must be returned within 10 days of the issuance of the RMA. If the product is not returned within the time specified above, the invoice will need to be paid in full, and/or higher restock charges will apply.

All claims to credits will be forfeited if RMA timelines and guidelines are not followed and/or 60 days since issuance of the RMA has passed.

- B. Should the abnormal function or damage occur as a result of incorrect application of the product, non-compliance to ATS Systems and/or the vendor's product specifications, wrong mounting or installation, unauthorized product modifications, careless handling, and so forth, ATS Systems warranty will not apply. In such cases, a 15% to 50% or more re-stock/refurbish fee will apply.
- C. The loss of accuracy caused by normal wear and tear is not covered by this warranty.

**Disclaimers:** The foregoing is the complete warranty for the products and supersedes all other warranties and representations, whether oral or written. All other warranties whether express or implied are disclaimed, including, but not limited to repair or replacement of product with warranted defects. Under no circumstances will ATS Systems be liable to the purchaser, or any user, for any damages, expenses, lost profits, lost savings, damage to or replacement of equipment and property, costs of recovering, reprogramming, or reproducing any material, or other damages arising out of the use or inability to use the ATS Systems supplied products.