



For The **Tru** Professional



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## TERMS AND CONDITIONS

**TERMS:** We accept C.O.D. orders paid by certified check or money order. Visa or Master Card accepted on prepaid orders only. Open accounts or C.O.D. Company Check may be established upon completion of our credit application. Terms on business accounts are Net 30 days. Please allow 30 days for credit approval. A service charge of 1.5 % per month will be charged on all balances beyond established terms. Customers will be charged \$25.00 for checks returned by the bank. Any collection fees, including legal expenses, are the responsibility of the debtor. International shipments are subject to the following terms and conditions: Prepaid via wire transfer or irrevocable letter of credit. 50% deposit with confirmation of order, balance due prior to shipment of order. Payment must be received by billing company only. Third party payment will be refused/returned.

**PRICES:** Prices are subject to change without notice. All goods shipped at prices in effect at time of shipping. Due to the fact that prices are subject to change without notice, purchase orders priced in error are not legally binding. Typographical errors are subject to correction.

**SHIPPING:** All shipments are made Ex-Works Marietta, GA, US. C.O.D. shipments via U.S. Postal Service are not allowed. Residential deliveries require a signature.

Effective July 1, 2013: Authorized dealers will have the ability to join our Drop Ship Program allowing for direct to consumer shipping. ATLANCO Drop Ship Program will allow for any domestic US order placed for TRU-SPEC and/or Five Star Gear products to be shipped directly from our facilities to the consumer located inside the United States. Orders equal to or greater than \$100 will carry no fee beyond regular shipping charges per address. Orders of less than \$100 will carry a \$10 fee in addition to the usual shipping charges per address.

**RETURNS & CLAIMS:** 1) Absolutely no returned merchandise will be accepted without prior approval from our office. Please call or fax your request so that a return authorization number (RGA) and/or U.P.S. call tag can be issued. Any merchandise returned without receiving prior approval will be refused and all freight charges will fall to the sender. An authorization to return merchandise is not an approval for credit. All goods are subject to inspection. All returns must remain in as-shipped condition. 2) All claims must be made within 10 days of receipt of goods. Claims not made during this period are subject to denial. 3) Notification of defective merchandise must be made within 30 days of receipt of goods. All claims (shortages, pricing errors or shipping errors) should be called or faxed to ATLANCO to insure proper credit. We will not accept merchandise for return which has been laundered or soiled in any way. 4) Merchandise returned must have all store identification, labels and price tags removed; failure to do so will result in a 10% handling fee. 5) The return of non-defective merchandise, when authorized, is subject to a 15% re-stocking fee. 6) The return of any merchandise which is not purchased from ATLANCO is subject to disposal or will be returned freight collect.

**UPS & FREIGHT CLAIMS:** All claims for merchandise lost and/or damaged in transit must be made to the delivering carrier. Damaged and/or unsealed cartons must be noted upon receipt from carrier. We will provide the necessary assistance in furnishing documentation for freight claims. We are not responsible for any loss, damage, or pilferage in transit. No deductions for freight allowed.

**ORDERING:** It shall be the responsibility of the buyer to comply with all local, state, federal and international regulations and/or laws governing the sale of any item purchased from ATLANCO. Sales personnel are available to receive orders from 8:00 AM to 5:00 PM, Eastern Standard Time, Monday through Friday. Please have your account number available when placing orders. For your convenience, walk-in customers are welcome; please call ahead to schedule an appointment. Minimum domestic order: \$100.00 per order. Minimum international order: opening order \$4,000.00 and each additional order \$2,000.00 per order. Any order less than minimum may be assessed a \$10.00 service charge or is subject to denial. Any order cancelled after processing is subject to a 15% restocking fee.

**BACK-ORDERS:** Items out of stock totaling \$50.00 or more will be placed on back-order and held for 60 days. Please re-order after that time. A "No Back-Order" policy is available upon request.