

## TERMS AND CONDITIONS OF ATTO TECHNOLOGY WEBSTORE SALES

By approving these terms & conditions and confirming your order, a binding agreement is entered into.

### CONFIRMATION

When we have received your order, you will receive an automatic e-mail confirming your order. **Orders are not guaranteed to ship the same day they are placed. In-stock products are normally shipped within one business day pending payment confirmation, unless otherwise noted.** After placing an order an automatic confirmation e-mail will be sent to the e-mail address you specified on your order invoice. Within one business day an email will be sent from our sales operations team with information on the expected ship date of your order. We will contact you via email if there are any problems processing your order or unexpected delays in shipping; otherwise, your order will ship to the address you entered into the webstore order form via the shipping method you specified.

### PAYMENT TYPES

We accept payment via VISA, MasterCard or Paypal. When paying by card you will be asked for the card number, its period of validity and the CVC code. All information is encrypted using SSL encryption, which prevents unauthorized access to card details. We do not store card numbers after the transaction has been completed.

### PRICES

All displayed prices are in US Dollars (USD).

### LOCAL TAXES

Please note that local charges (customs duty, sales tax) can occur, depending on your region and local customs duties. These charges are at your own expense.

### TECHNICAL ISSUES

If the product you receive has technical issues, ATTO technical support will work diligently to get your product operational or arrange for a replacement. Technical support is available by phone at (716) 691-1999 x242 or email at techsupp@attotech.com. Technical support is available from 8:00 AM to 5:00 PM (EST), Monday through Friday, excluding holidays.

### PRODUCT ISSUES

All product returns require return material authorization approval from ATTO and are potentially subject to a restocking fee. Please contact our sales operations team by phone at (716) 691-1999 x0 or email at attosales@attotech.com. Sales operations is available from 8:00 AM to 5:00 PM (EST), Monday through Friday, excluding holidays. When contacting us, please provide your name, order number (if available), and date of purchase. Shipping charges will not be reimbursed.

### PRICING, PRODUCT AVAILABILITY, TECHNICAL ERRORS

Prices and in-stock product are subject to change without notice. We reserve the right to cancel or refuse an order for any reason including credit card fraud, insufficient funds, incomplete customer information, limitations on quantities of product available for purchase, inaccuracies, or errors in product or pricing information found on our website or online store.

### AGE RESTRICTIONS

Parental or guardian consent is required for customers under the age of 18.

### CONTACT CUSTOMER SERVICE

If you had a problem placing an order or if you feel your order was not properly submitted, you can contact our sales operations team by phone at (716) 691-1999 x0 or email at attosales@attotech.com. Sales operations is available from 8:00 AM to 5:00 PM (EST), Monday through Friday, excluding holidays. When contacting us, please provide your name, order number (if available), and date of purchase.

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