

RETURNED MATERIALS POLICY & PROCEDURES

Purpose: This document provides a procedure for receiving return of materials that are damaged, shortages, wrong shipment or incorrect item, and/or defective products. In addition, this document will provide a procedure for return of materials other than damaged, shortages, wrong shipment or incorrect item, and defective products

Corporate Policy: ATS Traffic accepts returned goods for the following reasons:

Reasons for Returned Materials	Reporting Timeframe	Policy
Damaged Goods	<p>All damaged materials received by the customer must be reported to ATS Traffic within two (2) business days (48 hours) of delivery.</p> <p>Concealed damages must be reported within ten (10) business days.</p>	<p>Upon delivery, visible damages must be noted on the Bill of Lading, signature of person receiving the damaged materials, and the carrier driver's signature.</p> <p>Damages that are not reported on Bill of Lading must be held until an inspection by the carrier is completed and a report is issued. Customer may request an inspection of damages. ATS Traffic will contact the delivery carrier for an inspection. Once report is issued, ATS Traffic Customer Service will issue an authorization to return product. A copy of the inspection report and a Return Materials Authorization (RMA) must accompany the returned product. Whenever possible, a picture of the damaged materials must accompany the inspection report.</p> <p>The procedure to request an RMA is seen in section 1 below.</p> <p><u>IMPORTANT:</u> No credit will be issued without report showing damages on Bill of Lading at the time of delivery or on a carrier's report.</p>
Shortage	<p>All visible shortages received by the customer must be reported to ATS Traffic within two (2) business days (48 hours) of delivery.</p>	<p>Upon delivery, quantity discrepancies must be noted on the Bill of Lading, accompanied with signature of person receiving shipment and the carrier driver's signature. Claims made after the recommended timeframes will not be honored.</p> <p><u>IMPORTANT:</u> No credit will be issued unless visible shortage is noted on Bill of Lading at the time of delivery.</p>

	Concealed shortages must be reported within ten (10) business days.	
Wrong shipment or incorrect items	All wrong shipments or incorrect items must be reported to ATS Traffic Customer Service within two (2) business days (48 hours) of delivery.	Customer Service will arrange for pick-up of materials from customer. All incorrect items will be corrected to customer specifications.
Defective Products	Defective products must be reported to ATS Traffic Customer Service within thirty (30) days of delivery.	All defective materials will be returned to ATS Traffic for inspection, ATS Traffic will arrange to have the defective product returned to the closest ATS Traffic office.
Other	A returned product other than damages, shortage, wrong shipment or incorrect items must be reported to ATS Traffic with ten (10) business days. In addition, product must be received at the issuing branch within thirty (30) days. After thirty (30) days no product will be accepted.	<p>Once notification is reported to ATS Traffic, we will issue an authorization to return the product (RMA). A fifteen percent (15%) restocking fee will be charged on returned materials.</p> <p>If the product is a Special-order item a twenty five percent (25%) restocking fee will be charged on returned materials.</p> <p>If the product is a Custom-Order item, ATS Traffic will not except custom order returns, and no restocking fee will be applied.</p> <p>These fees apply unless the item is defective or damaged or you received the wrong shipment or incorrect items.</p>

1) Requesting a RMA:

- a) To request a RMA number, customer must contact ATS Traffic Customer Service or fax a request for the return item.
- b) When faxing a request for return item, the customer must provide their name, fax and telephone number, product description, quantity, a copy of the packing list and or invoice, and reason for the return. All authorized returns must be shipped to originating branch of ATS Traffic, unless otherwise instructed by an ATS representative.
- c) All concealed damage and shortage claims must be made within ten (10) business days of receipt of materials.

Edmonton Division

9015 14 Street NW, Edmonton, AB

Regina Division

410A Henderson Drive, Regina, SK

Langley Division

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Calgary Division

9800 Endeavor Drive SE, Calgary, AB

Saskatoon Division

806C 43 Street E, Saskatoon, SK

Winnipeg Division

982 Powell Avenue, Winnipeg, MB

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- d) Materials shipped in error by ATS Traffic are to be reported within ten (10) business days of receipt to Customer Service for the issuance of a call for carrier's pick up.
 - e) Credit will be issued after receipt of returned materials. Please allow up to thirty (30) days for credit to be posted to account.
 - f) Credit will be issued at the original invoice cost, less an applicable restocking fee.
 - g) All damaged or shortage of materials must be noted on the Bill of Lading and, when possible, pictures of damage product to accompany the claim.
 - h) IMPORTANT: No credit will be issued without report showing damages or shortages on Bill of Lading at the time of delivery.**

The return product must meet all the following criteria:

- a) A copy of the written authorization must accompany returned merchandise.
- b) All shipping cartons and labels must have a Return Authorization Number.
- c) Shipping method and carrier will be arranged by ATS Traffic if ATS Traffic is responsible for the return freight costs.
- d) IMPORTANT: No returns will be accepted at any ATS location without the RMA document or RMA number accompanying returned materials. The shipment will be refused and returned at customer's expense.**

The following criteria are for return of materials other than damaged, shortages, wrong shipment or incorrect item and defective products that does not meet with customer's specifications:

- a) All requests must be made within ten (10) business days of delivery.
- b) A copy of the written authorization must accompany returned merchandise.
- c) Customer must contact Customer Service or fax a request for the (RMA) to return the items.
- d) When faxing a request for return item, the customer must provide their name, fax and telephone number, product description, quantity, copy of packing list/invoice and reason for the return. All authorized returns must be shipped to originating branch of ATS Traffic unless otherwise instructed by an ATS representative.
- e) Customer will be responsible for freight out and freight in.
- f) Products must be in original packaging only (NO repackaged product will be accepted).
- g) IMPORTANT: No returns will be accepted at any ATS location without the RMA document or RMA number accompanying returned materials. The shipment will be refused and returned at customer's expense.**

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Credit will not be issued under the following conditions:

- a) Merchandise returned or destroyed without prior authorization. ATS Traffic reserves the right to refuse shipment, without recourse, of all unauthorized merchandise returned.
- b) Products not purchased directly from ATS Traffic.
- c) If the product is a custom order item, ATS Traffic will not except custom order returns, and no restocking fee will be applied.
- d) Items damaged by improper storage, usage, fire or bankruptcy sale.

Policy Date: Monday October 30, 2017

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