

AtlasIED Support and Services

CHEAT SHEET



DESIGN / LAYOUT / SPECS

For help with a design, layout, or specs

[DESIGN/LAYOUT/SPECS](#)



PURCHASE ORDER

To place a new Purchase Order, please send a copy of the PO, special instructions, quotes, etc.

[NEW PO - DOMESTIC](#)

[NEW PO - INTERNATIONAL](#)

If you would prefer to request an Online Purchase Order Placement

[ONLINE PO PLACEMENT](#)



TECH SUPPORT

If you need Tech Support, please click one of our three options

Tech Support for General Inquiries

[GENERAL INQUIRIES](#)

Tech Support for IPX/GLOBALCOM

[IPX/GLOBALCOM](#)

Tech Support for all of our other products

[ALL OTHER PRODUCTS](#)



WARRANTY CLAIM

To file for a Warranty Claim

[WARRANTY CLAIM](#)

To see our Warranty Statement

[WARRANTY STATEMENT](#)

click header for 'Warranty Information'



RETURNS

To submit a request to return unused product for credit

[RETURN UNUSED PRODUCT](#)

AtlasIED Easy Stock Return Program

Return Authorizations will be provided for:

- All new and unopened product that is within 120 days of purchase – 0% Restocking Fee
- All new and unopened product that is 120 to 180 days of purchase – 15% Restocking Fee

Have you opened your purchase to inspect it? Here are your options:

- All new and opened product that is within 120 days of purchase – 15% Restocking Fee
- All new and opened product that is 120 to 180 days of purchase – 25% Restocking Fee

We hope you understand that we cannot accept any items that have been removed from the original factory packaging, are missing the packaging and/or hardware, have been previously installed, or have been altered in any way from the factory standards.

We thoroughly inspect our returns upon arrival. If all conditions stated above are not met, we reserve the right to refuse credit. On all credit refusals, the customer is responsible for all return freight and/or disposal costs.



SHIPPING CLAIM

If you need to file for a Shipping Claim

[SHIPPING CLAIM](#)

To see our Shipping Statement

[SHIPPING STATEMENT](#)

click header for 'AtlasIED Claims for Loss or Damage in Transit'



CREDIT MEMO

If you are looking for a copy of a Credit Memo (CM) or Invoice, please contact our Credit Department

[CREDIT DEPARTMENT](#)