

Fulfillment & Customer Agreement for Online Credit Card Sales

This Fulfillment & Customer Agreement ("Agreement") governs all online purchases made by customers ("Customer," "you," or "your") from **ATGI, Inc.** ("Company," "we," "our," or "us"). By completing an online purchase, you acknowledge and agree to the following terms.

1. Payment Terms

1.1 Accepted Payment Methods

We accept major credit cards, including Visa, MasterCard, American Express, and Discover, processed through our secure online payment gateway.

1.2 Authorization

By submitting your credit card details, you authorize us to charge your account for the total amount of the purchase, including applicable taxes, shipping, and handling fees.

1.3 Fraud Prevention

Transactions are subject to verification and fraud screening. We reserve the right to cancel or refuse orders if fraudulent activity is suspected.

2. Order Processing & Fulfillment

2.1 Order Confirmation

Once your order is placed, you will receive an electronic confirmation via email.

2.2 Processing Time

Orders are typically processed within **1 business day** of payment confirmation. Customized or made-to-order items may require additional processing time, which will be communicated at the time of purchase.

2.3 Shipping & Delivery

- We ship orders to the address provided at checkout.
- We ship orders via the delivery service you select at checkout.

- Delivery times vary by destination and shipping method. Estimated delivery times will be provided during checkout but are not guaranteed.
 - Risk of loss passes to the customer upon delivery to the carrier.
-

3. Refunds & Returns

3.1 Full Refund Guarantee

Customers may request a full refund within **30 days of purchase**, no questions asked.

3.2 Refund Process

- Contact our customer service team at **info@atgi.world**
- Provide your order number and proof of purchase.
- Refunds will be processed back to the original payment method within **5–10 business days**.

3.3 Exclusions

Certain items may be designated as non-refundable (e.g., perishable, customized, or final-sale items). Such conditions will be disclosed at the time of purchase.

4. Customer Responsibilities

- Ensure that billing and shipping information provided at checkout is accurate.
 - Retain a copy of your purchase receipt for your records.
 - Contact customer service promptly if you do not receive your order within the expected delivery timeframe.
-

5. Customer Service

- **Availability:** Our customer service team is available during standard business hours, Monday–Friday.
 - **Response Time:** We aim to respond to all inquiries within 24 business hours.
 - **Resolution Commitment:** We strive to resolve all issues promptly and fairly.
-

6. Dispute Resolution

- If you have concerns, please contact us directly before initiating a credit card dispute.
 - We will work with you in good faith to resolve any issues.
 - In the event of a chargeback, we reserve the right to provide supporting documentation to your credit card provider.
-

7. Policy Updates

We may update this Agreement from time to time. The latest version will always be available on our website and will govern future transactions.