



## **Product Design and Engineering**

It is the objective of ATW to satisfy every customer by offering the highest quality products and services at reasonable costs. We offer these guidelines in an effort to clarify our policies on design and engineering and their related fees.

1. Basic sketches or illustrations will be provided at no charge to explain or clarify construction techniques related to products being offered by ATW or for specific custom products/projects being quoted.
2. Detailed, dimensioned drawings will be offered to customers (if required) once a valid purchase order is issued and confirmed by ATW.
3. ATW is unable to offer engineering or engineering certifications on prints or drawings produced by our in-house staff. We can offer this service through out-sourced agents for a fee. ATW can also give customers referrals to firms who provide this fee based service.
4. ATW will make every reasonable effort to build to the specifications on engineered drawings provided by customers. ATW makes no guarantees related to the feasibility or effectiveness of any product or project engineered or designed by outside sources. Under these circumstances, ATW can only be responsible for the performance of the material and/or workmanship used on the components purchased from ATW.
5. ATW reserves the right to require customer sign-offs where product or project design and engineering contains discretionary components thereby limiting ATW's liability to the performance of the materials and/or workmanship.

Should questions arise related to these guidelines, please contact an ATW customer service representative for further clarification. We reserve the right to change our policies at any time.