

Atlas Workshop – Customer Terms, Warranty, Acknowledgement & Privacy Policy

Effective Date: 2026-03-01

IMPORTANT NOTICE

This document outlines how we handle orders, shipping, returns, warranty claims, and support. We have drafted this document in plain language so that our customers can easily understand our policies. These customer terms apply in addition to, and do not limit, any rights or remedies you may have under applicable consumer protection laws.

PAYMENT PROCESSING (STRIPE)

Our website uses Stripe, Inc. to securely process payments. Atlas Workshop does not store the full credit card number. Stripe is responsible for payment processing and PCI-DSS compliance. Stripe can store and process your data in the USA or other countries. Atlas Workshop only receives basic data from Stripe (payment confirmation, transaction ID, billing name, and last four digits of card number where applicable).

1) WHO WE ARE

Atlas Workshop (“Atlas,” “we,” “us”) is a sole proprietorship in the province of British Columbia, Canada.

2) WHAT YOU’RE BUYING

Atlas Workshop provides the following products: - PC kits with parts only (you build the PC) - Optional paid assembly service (CAD \$69; you choose this service in the checkout process) If you have not opted for the paid assembly service in the checkout process, you are buying a parts-only PC kit and you build the PC. Assembly does not include Windows OS; you must provide and install your own.

3) CUSTOMER RESPONSIBILITIES (DIY BUILDS)

By purchasing parts-only, you agree and confirm: - You will follow Atlas Workshop’s build guide and any instructions included with the parts you purchase. - You will properly handle parts, including basic Anti-Static (ESD) precautions. - You will not force any parts or connectors. - You are responsible for correct installation and configuration, within your chosen options. To the fullest extent permitted by applicable law, Atlas Workshop disclaims responsibility for damage arising from improper installation, misuse, or accidents after delivery. The above exclusions and disclaimers will not apply: - In cases of defects at delivery, or - In cases of incorrect or incompatible parts supplied by Atlas Workshop Using Non-Atlas Parts: If you use parts other than those supplied by Atlas Workshop (e.g., your own PSU, cables, adapters, or components), you agree and

confirm: - Atlas Workshop will not be responsible for issues, damage, instability, or failure arising from third-party parts. - Atlas Workshop warranty and support may be limited or unavailable if third-party parts contributed to the problem.

If you're still reading this, wow.

4) SUPPORT

Warranty claims: Please submit claims via our support email. General support: We may provide support via email or Instagram for troubleshooting and other issues. We may ask for photos, videos, logs, serial numbers, and other details for support. We are happy to help with receipts and invoices for manufacturer warranty claims, but after 7 days, you must contact the manufacturer directly.

5) SHIPPING & DELIVERY

We ship to Canada and the USA. Delivery times quoted at checkout or otherwise are for guidance only and we cannot guarantee delivery times. We buy shipping labels via Shippo, which connects us with multiple carriers, including Canada Post, UPS, USPS, DHL, and more. We use third-party carriers for shipping. We will work with you if there is an issue, and we will provide support for claims with these carriers. Agreement: You agree to inspect your package upon receipt and report any shipping issues within 48 hours. Provide a photo/video of the shipping box, packaging, and contents. If your package is lost in transit, Atlas Workshop can assist in filing a claim with the shipping carrier and provide a replacement/refund, depending on the result of the claim and stock on hand.

6) RETURNS (7 DAYS – UNOPENED COMPONENT BOXES ONLY)

You have 7 days from delivery to request a return. Returns are accepted only if all original component boxes, packaging, manuals, and accessories are included and unopened. Return shipping is your responsibility unless the item is dead on arrival (DOA). Refunds are based on the current market value of the part at the time of return and may be less than your original purchase price if the market has dropped. Refunds will not exceed the original purchase price. Refunds are processed upon receipt and inspection of the returned item.

7) DEAD ON ARRIVAL (DOA) POLICY

If a component is received in a non-functioning state, you must notify Atlas Workshop within 7 days from receipt. Provide a photo/video of the non-functioning item and return the item with its original packaging. If the DOA is verified, you will receive instructions and further steps from Atlas Workshop.

8) WARRANTY (AFTER 7 DAYS)

After the 7-day return window, all warranty claims must be made directly with the manufacturer (e.g., Newegg, Amazon, or the part manufacturer). Atlas Workshop will help provide receipts or invoices for your claim, but we do not process warranty

replacements after 7 days. Most manufacturers require the original box and all accessories for warranty claims; if these are not included, your claim may be denied.

9) ASSEMBLY SERVICE

Assembly is available for \$69. This does not include Windows OS; you must provide and install your own operating system. If Atlas Workshop assembles your PC, we will keep the original boxes for warranty support within the 7-day period. Assembly service fees are non-refundable once the build process has started.

10) LIMITATION OF LIABILITY

To the fullest extent permitted by law: Atlas Workshop is not liable for indirect, incidental, special, or consequential damages. Atlas Workshop's total liability with respect to any order will not exceed the amount paid for the particular item(s) that is/are the subject of a claim. Nothing in this section shall limit liability that cannot be limited under applicable law, including liability for personal injury caused by negligence.

11) ELIGIBILITY TO PURCHASE

You must be 18 years or older to make a purchase, or have a parent or legal guardian make a purchase on your behalf.

12) DISPUTE RESOLUTION

In the event of a dispute, you agree to contact Atlas Workshop to attempt to resolve it informally. Nothing in these Terms shall limit a consumer's rights to seek remedies under Small Claims Court or any other forum that may be available under applicable law.

13) GOVERNING LAW

The Terms shall be construed according to the laws of British Columbia, Canada. Consumer rights may vary by province and state. Some of the provisions of these Terms may not apply to you.

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PRIVACY POLICY

Atlas Workshop (“Atlas,” “we,” “us”) is a sole proprietorship business based in British Columbia, Canada. We respect your privacy and are committed to protecting your personal information. Our Privacy Policy sets out how we collect, use, disclose, and protect your personal information when you visit our website, make a purchase, or interact with us. Our Privacy Policy applies to customers located in Canada and the United States.

1) INFORMATION WE COLLECT

Personal Information You Provide: We may collect personal information when you place an order, contact us for customer support, request warranty/return/DOA service, or otherwise communicate with us. This information may include: name, email address, shipping and billing information, phone number, order information, and your communications to us. **Payment Information:** Payment information is handled by Stripe. We do not store full credit card numbers. **Automatically Collected Information:** When you visit our website, we collect information about your visit (IP address, browser info, pages visited, time spent, referring URLs) to provide security, detect fraud, analyze website behavior, and improve the website. If we use analytics or tracking software (such as Google Analytics), it will be used in a standard way.

2) HOW WE USE YOUR INFORMATION

We use your information to fulfill your order, provide customer service, communicate about order/shipping/service issues, send marketing/promotional emails (you can opt out at any time), improve our website/user experience, detect fraud/abuse/security issues, and comply with legal, tax, and regulatory requirements. We do not sell your information.

3) MARKETING COMMUNICATION

If you opt-in or purchase, we will send transactional and promotional/marketing emails. You may unsubscribe from marketing emails at any time by clicking the link in those emails or contacting support@atlasworkshop.com. Transactional emails are necessary to process your orders and services.

4) SHARING OF INFORMATION

We may share personal information as necessary with Stripe (payment processor), shipping carriers/logistics providers, shipping platforms (like Shippo), service providers (hosting, analytics, customer support), and legal/regulatory authorities as required by law. Service providers are obligated to use personal information only for services provided to us.

5) DATA RETENTION

We will keep your personal information as necessary to fulfill orders, provide services, comply with accounting/tax/legal obligations, and resolve disputes or enforce agreements.

6) DATA SECURITY

We take reasonable steps to ensure the security, integrity, and confidentiality of personal information. However, no security measure is completely effective, and there is no guarantee of security.

7) YOUR RIGHTS – CANADA

According to Canadian law (including PIPEDA), you have the right to access your personal information, correct inaccuracies, and withdraw consent where possible.

8) YOUR RIGHTS – UNITED STATES (INCLUDING CALIFORNIA)

If you are a United States resident, including a California consumer, you may have the right to request access to, or deletion of, your personal information and to know whether your personal information is sold or shared. Atlas Workshop does not sell personal information as defined under the California Consumer Privacy Act (CCPA/CPRA). You may submit a request via support@atlasworkshop.com

9) CHILDREN'S PRIVACY

Atlas Workshop does not knowingly collect personal information from individuals under 13 years of age. If we discover that we have unintentionally collected personal information from a child under 13 years of age, we will delete it.

10) INTERNATIONAL TRANSFERS

If you are a resident of a jurisdiction outside of Canada, your personal information may be processed and stored in Canada or the United States where the privacy laws may differ from those of your jurisdiction.

CONTACT

For any privacy, data request, or legal matters, contact us via support@atlasworkshop.com

You made it to the end!
