



# AtGames Affordable Financing (AAF)



## FAQ

### 1: What is the AtGames Affordable Financing Plan?

**A:** The AtGames Affordable Financing Plan allows customers to purchase an AtGames Legends 4K™ Pinball Machine through an installment plan at 0% interest. Customers make an initial payment followed by 12 monthly payments to cover the remaining balance.

### 2: Is the finance plan available to all customers?

**A:** The finance plan is available to residents of the Continental U.S. aged 18 or older with a valid credit card. Each customer can only have one active finance plan at a time.

### 3: Is this plan interest-free?

**A:** Yes, the finance plan is interest-free as long as all payments are made on time.

### 4: Can I finance more than one Legends 4K™ Pinball Machine?

**A:** No, you are only allowed to finance one Legends 4K™ Pinball Machine at a time. You may purchase another Legends 4K™ Pinball Machine using AAF after making the final payment on your current AtGames Affordable Financing Plan.

### 5: What is eligible to be purchased with AtGames Affordable Financing (AAF)?

**A:** Only Legends 4K™ Pinball Machines can be financed through AAF.

### 6: What is the initial payment amount?

**A:** The initial payment is \$500 plus the \$100 shipping and handling charges. This will be paid at checkout to start the agreement, once the AAF application is approved.

### 7: When will I receive the machine?

**A:** It will be shipped immediately after you've made the initial payment plus the \$100 shipping and handling charges. It will typically take 1-5 days for the machine to reach you. Exception: Sea of Thieves is on Legends Factory Direct program and will be delivered by December 31, 2024.

### 8: What information do I need to provide to AtGames once I receive my machine through AAF?

**A:** Customers are responsible to provide UUID during the onboarding/activation call, or via email at [community@atgames.net](mailto:community@atgames.net). The process of providing your UUID is outlined in your Welcome Letter email.

### 9: How are monthly payments calculated?

**A:** The remaining balance after the initial payment is divided into 12 equal monthly installments. Monthly payments are non-refundable.

### 10: When is my first monthly payment due?

**A:** Your first payment is due 30 days after you receive your Legends 4K™ Pinball Machine.



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### 11: How do I make payments?

**A:** Payments are automatically deducted from your chosen payment method. You can manage your payment details through the Manage Payment feature in the settings menu on the device.

### 12: When are my remaining payments due?

**A:** Payments 1 through 12 will be automatically charged to the credit card on file at the designated billing date of each month.

### 13: Can I pay off the balance early?

**A:** Yes, you can pay off the remaining balance early and receive a 3% discount on the remaining amount. This option is available through the Manage Payment feature in the settings menu on the device.

### 14: What happens if I miss a payment?

**A:** After a 10-day grace period, your machine will enter a locked mode, and you will only be able to update your payment details on the device. Per the agreement, the device is the property of AtGames until the payment plan has been fulfilled. Beyond the grace period, the machine is subject to repossession.

### 15: How can I unlock my machine if it's locked?

**A:** To unlock your machine, update your payment details on the device to make the missed payment (plus a \$30 late fee). Once the payment is processed, your machine will return to full functionality. Users may need to perform a power cycle.

### 16: What happens after I make the final payment?

**A:** Once all payments are complete, your machine will be fully unlocked, and you will receive both on-device and email notifications confirming your ownership.

### 17: Is my payment information secure?

**A:** Yes, all payment information is securely processed and stored by Stripe, a trusted payment processing provider. AtGames does not store your credit card details.

### 18: What data does AtGames collect to manage my finance plan?

**A:** AtGames collects your machine's UUID (Unique Unit Identifier), payment status, and basic contact details to manage the finance plan. All data is handled in compliance with data protection laws.

### 19: How can I update/change my credit card on file?

**A:** You can update credit card information through the Manage Payments feature in the settings menu on your machine.



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**Q20: Can I view my payment history?**

**A:** Yes, payment history can be viewed through Manage Payment feature in settings or My Digital Locker (MDL) on the device.

**Q21: Can I take advantage of AtGames Affordable Financing on sale prices like NOD promotions or holiday sales?**

**A:** Yes, Legends 4K™ Pinball Machines that are on sale are eligible for AAF Purchases.

**Q22: Can I take advantage of AtGames Affordable Financing if I am using a \$50 off referral link / discount code?**

**A:** Yes, referral links / discount codes can be used for AAF Purchases.

**Q23: Am I allowed to add an SSF Kit, Arcade Control Panel, Light Up Topper, or perform any other hardware modifications to the AtGames Legends 4K™ Pinball Machine?**

**A:** If the customer makes any hardware modifications to the machine, it must be returned to original factory condition if you default on your AAF plan, and your machine is being repossessed. Digital table packs are yours to keep.

