



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: How can I find the AtGames Affordable Financing (AAF) deals?

A: AAF deals can be found in the Legends 4K™ Affordable Financing section of the AtGames E-Store.

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.

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 business days for the machine to reach you.

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

A: Customers are responsible for providing the UUID for their device. This can be done by filling out a Customer Support ticket at <https://atgamesassist.freshdesk.com/> and including the UUID in the ticket's description field. 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 AtGames Affordable Financing feature in the settings menu on the device which will be available in a future firmware update.

12: When are my remaining payments due?

A: Payments 2 through 12 will be automatically charged to the credit card on file on the same day of the month as your first payment.

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 will be available through the AtGames Affordable Financing feature in the settings menu on the device. This will be available in a future firmware update.

14: What happens if an automatic payment fails to go through?

A: If an automatic payment does not go through, we will reach out to you so that you can make the necessary changes to the credit card on file to resume your automatic payments. If the credit card on file is not updated during the 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 an \$80 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: After entering your payment information on the device, which be available in a future firmware update, you will have the ability to update your credit card information through the AtGames Affordable Financing feature in the settings menu on your machine.





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20: Can I view my payment history?

A: Yes, payment history can be viewed through AtGames Affordable Financing feature in the settings menu on the device which will be available in a future firmware update.

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

A: No, products sold under AtGames Affordable Financing are sold in their own section of the AtGames E-Store. AAF pricing or deals are independent of any sales or promotions that may be offered on non-AAF products.

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

A: No, referral links and discount codes cannot be used for AAF Purchases. AAF products already have all applicable discounts applied and no additional discounts may be used.

23: 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: Yes, you can add accessories and perform modifications to the device. However, if the AAF agreement defaults due to non-payment, any hardware modifications made to the machine must be removed and the device returned to original factory condition before returning the machine to AtGames.

24: How many payments will I owe when the AtGames Affordable Financing feature in settings is enabled in the next firmware update?

A: The number of payments that will be processed when you first sign in to the device after the firmware update depends on when you received your device.

- You will have 1 payment due for every 30 days that have passed since you received your device. These monthly payments will be processed after you complete the on-device AAF onboarding process, which includes entering your preferred payment method.
- If it has been less than 30 days since you received your device, your first monthly payment will be processed 30 days from the date you received your device.

