



Credit Application & Agreement

4435 Concourse Drive, Ann Arbor, MI 48108

Phone: 800-766-5400

Fax: 734-531-1984

creditapps@dcsbiz.com

Terms Requested: Net 20 Wire Transfer/Pre-Pay Credit Card

Legal Name of Company _____

Trade Name (dba): _____

EIN: _____

Billing/Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone#: _____ Fax#: _____ Website URL: _____

Time at Address: _____ Rent Own

Dun & Bradstreet #: _____ Years In Business: _____ Tax Exempt #: _____

Type of Business: Corporation Proprietorship Partnership Non-Profit LLC

Nature of Business: _____ Business Operated from: Comm. Bldg. Home

Person To Contact for Payment: _____ Email: _____

Person To Contact for Shipping Notification: _____ Email: _____

Annual Sales Volume: \$ _____ Credit Line Requested: \$ _____

CREDIT CARD AUTHORIZATION: (must be filled out in full for credit card processing)

Credit Card #: _____ Exp. Date ___/___/___ Visa Master Card

Is this card also used as a Debit card? Yes No

Credit Card Billing Address: _____ Vcode: _____

* Prices advertised are for approved credit customers with terms. Credit Card and other payment methods will incur additional charges.

I am the authorized signer on the above card and hereby give Diversified Computer Supplies permission to bill the credit card when verbally requested:

Name on Card: _____ Signed: _____

Principals:
Name and Title: _____ Social Security No. _____

Address: _____ Email: _____

BANK INFORMATION:

Bank Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Account#: _____ Phone#: _____ 2nd Account or Loan: _____

TRADE INFORMATION:

1. Company: _____ Account #: _____ Credit Limit:\$ _____
 Address: _____ Contact: _____
 City, State, Zip: _____ Phone: _____ Fax: _____

2. Company: _____ Account #: _____ Credit Limit:\$ _____
 Address: _____ Contact: _____
 City, State, Zip: _____ Phone: _____ Fax: _____

3. Company: _____ Account#: _____ Credit Limit:\$ _____
 Address: _____ Contact: _____
 City, State, Zip: _____ Phone: _____ Fax: _____

This credit application and agreement is submitted by the undersigned (hereafter Customer) to Diversified Computer Supplies (hereafter DCS), to obtain trade credit. Customer agrees to make payment in full to DCS for all amounts due according to DCS's invoice(s). Customer also agrees to pay DCS as interest, an amount equal to 1.5% per month, or the maximum provided by law (whichever is less) for invoice amounts that are past due. Should customer default in any such payment(s), DCS shall have the right, without notice to Customer, to declare all invoice amounts immediately due and payable. In the event DCS should commence any action or actions, or otherwise seek to enforce this agreement against Customer or any Guarantor, Customer agrees to pay reasonable attorney(s) fees, court and other expenses incurred by DCS, whether or not suit is filed. Guarantor and customer acknowledge that all payments due hereunder are required to be made to DCS at DCS's above stated address in Washtenaw County, Michigan, and guarantor and customer further acknowledge that an appropriate forum for litigation with respect to the enforcement of this Credit Application & Agreement shall be in courts of competent jurisdiction in Washtenaw County, Michigan. All parties agree that such courts are reasonably convenient forums in which to adjudicate disputes relative to this Credit Application & Agreement. This agreement is not transferable or assignable without prior written consent of DCS. This agreement shall become effective upon acceptance by DCS. Customer agrees that all sales shall be governed by DCS's Standard Terms and Conditions of Sale, as stated on the invoice and shown in DCS's catalog, unless DCS and Customer have executed a separate agreement which specifically supersedes and replaces those terms and conditions.

In signing this document customer gives consent to continue receiving promotional faxes from DCS. In the event that customer does not want to receive promotional faxes from DCS please indicate that on this document before sending back to DCS.

Customer acknowledges receipt of and accepts all policies stated in DCS Terms and Conditions of Sale document. Customer and Customer's authorized representative signing this agreement hereby represent and warrant that the information provided in this application and in any and all additional documents, financial statements or other information furnished by Customer to DCS is true and correct in all material respects and contains all information necessary so that this application is not materially misleading. Customer acknowledges that DCS is relying on the accuracy of the information provided by Customer. Customer hereby grants DCS a security interest in any and all goods purchased by Customer from DCS to secure any and all obligations of Customer to DCS, including but not limited to any obligation of payment. Customer agrees to execute any additional documents necessary to perfect or continue any security interest related to this application. Customer agrees to adhere to the credit service policies and procedures established from time to time by DCS.

Dated at: _____, at of this _____ Day of _____, 20_____.

Signed by: _____, Name/Title: _____

Dated at: _____, at of this _____ Day of _____, 20_____.

Signed by: _____, Name/Title: _____



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Personal Guaranty

I _____ residing at _____
 I _____ residing at _____
 I _____ residing at _____

For and in consideration of Diversified Computer Supplies (hereafter DCS) extending at my request to _____ (hereafter Customer), hereby personally guarantee the payment to DCS in the state of Michigan of any obligation of customer I hereby agree to bind myself to pay DCS on demand any sum which may become due to DCS by customer, whenever customer shall fail to pay the same. Further, I hereby subordinate any indebtedness of customer which it may have to me to the indebtedness of customer owed to DCS. Guarantor agrees to so pay and perform in accordance with the terms of the indebtedness and other contracts between customer and DCS, without requiring DCS to exercise, pursue or enforce any right or remedy DCS has against customer, any co-guarantor (whether hereunder or under a separate instrument) or any other party. Guarantor hereby consents that from time to time DCS may, without notice to Guarantor and without affecting any liability of Guarantor, (a) exchange, release, sell (by foreclosure or otherwise), consent to the transfer of, apply or otherwise deal with any collateral for repayment of the indebtedness at the election of DCS, (b) refinance, extend, renew or accelerate the indebtedness or other obligations in whole or in part, (c) waive or fail to enforce any of its rights under any instruments evidencing, relating to or securing the indebtedness, or other obligations, or (d) settle, release (by operation of law or otherwise), compound, compromise, collect or liquidate, in any manner, any of the indebtedness or other obligations, or any indebtedness of any co-guarantor (whether hereunder or under a separate instrument) or any other party.

Guarantor acknowledges that all payments due here under are required to be made to DCS at DCS's above stated address in Washtenaw County, Michigan, and Guarantor acknowledges that all payments due here under are required to be made to DCS at DCS's above stated address in Washtenaw County, Michigan, and guarantor further acknowledges that an appropriate forum for litigation with respect to the enforcement of this Personal Guaranty shall be in courts of competent jurisdiction in Washtenaw County, Michigan. All parties agree that such courts are reasonably convenient forums in which to adjudicate disputes relative to this Personal Guaranty. Notwithstanding the place of residence of guarantor or the place of execution of this personal guaranty, the laws of the State of Michigan shall control the construction, interpretation and enforcement of this Personal Guaranty and all matters related to this Personal Guaranty, without application or reference to conflict of laws provisions.

It is understood that this Personal Guaranty is a general, continuing absolute, unconditional and irrevocable guarantee and indemnity for such indebtedness of customer, is enforceable by DCS, its successors and assigns, and is binding upon guarantor and guarantor's heirs and assigns and shall inure to the benefit of DCS's successors and assigns. Guarantor hereby waives notice of default, non-payment and notice hereof and consent to any modification or renewal of the indebtedness hereby guaranteed. If more than one person shall execute this Personal Guaranty, the singular shall include the plural and the terms "undersigned" and "Guarantor" shall mean all persons signing this Personal Guaranty, and each of them shall be jointly and severally obligated hereunder. All of DCS's rights and remedies hereunder are cumulative and not alternative.

EACH PARTY HEREBY WAIVES TRIAL BY JURY IN ANY ACTION, PROCEEDING, CLAIM, OR COUNTER CLAIM BROUGHT BY EITHER PARTY IN CONNECTION WITH ANY MATTER ARISING OUT OF OR IN ANY WAY CONNECTED WITH THIS PERSONAL GUARANTY OR THE RELATIONSHIP OF DCS AND GUARANTOR HEREUNDER.

It is understood by guarantor that any defaults, failure to pay when due or credit experience on the part of guarantor may be reported by DCS to a consumer credit reporting agency.

The undersigned guarantor, recognizing that his or her individual credit history may be a necessary factor in the evaluation of this Personal Guaranty, hereby consents to and authorizes the use of a consumer credit report on the undersigned Guarantor, by DCS as a business credit grantor, from time to time as may be needed, in the credit evaluation process.

Witness _____ Guarantor _____
 Print Name: _____ ("Guarantor")
 SS#: _____
 Home Addr: _____
 Date: ____/____/____

Witness _____ Guarantor _____
 Print Name: _____ ("Guarantor")
 SS#: _____
 Home Addr: _____
 Date: ____/____/____



Experience. Expertise. Edge.

4435 Concourse Drive, Ann Arbor, MI 48108

Sales Tax Exemption Certificate

Phone: 800-766-5400

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For Multi-State or Single State Use

Issued to Seller: Diversified Computer Supplies, Inc.

All applicable sales tax exemption certificates must accompany this application. You must fill out this tax exemption certificate or submit an exemption certificate from your domiciled state.

DCS has established Nexus in Florida, listed below are the specific requirements for the state. Please note any that may apply to your individual circumstance.

Florida

All dealers located in the state of Florida must remit a copy of their State of Florida sales tax exemption certificate or valid certificate number. If you are a dealer not located in the state of Florida but you ship into the state of Florida you must also be registered with the state and supply the certificate number. See http://dor.myflorida.com/dor/taxes/annual_resale_certificate_sut.html

I certify that:

Company Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

The named company is engaged as a registered:

Wholesaler Retailer Manufacturer Seller Other (Specify): _____

Product or Services Rendered:

State: _____ TAX ID#: _____ State: _____ TAX ID#: _____

State: _____ TAX ID#: _____ State: _____ TAX ID#: _____

I further certify that if any property so purchased tax free is used or consumed by the firm as to make it subject to a Sale or Use Tax, we will pay the tax direct to the proper taxing authority when state law so provides or inform the seller for added tax billing. This certificate shall be part of each order which, we may hereafter give to you, unless otherwise specified, and shall be valid until canceled by us in writing or revoked by the city or state.

I swear that the information on this certificate is correct and complete as to every material matter.

Authorized Signature: _____ Title: _____
(Owner, Partner, or Corporate Officer)

Date: _____



Dealer Terms & Conditions of Sale

Small Orders

Orders under \$100 will be charged small order fee of \$5.00. Preferred small order shipping method is United States Postal Service.

Freight Policy

Orders will be billed based on zone rates. Any contracted freight programs only apply to the local warehouse closest to the intended ship to location. All orders over 100lbs. ship via best ground service and are charged carrier rates, accessorial, and applicable handling charges. Invoices over \$1000.00 that have been charged freight can deduct freight if invoice is paid with in terms stated on invoice.

NOTE: At the time of placing an order please verify that at least \$1000.00 of merchandise is in stock to ship so that the shipment qualifies for the potential freight deduction. Please note that future b/o that ship against an order and the b/o shipment is less than \$1000.00 of merchandise this b/o shipment will not be entitled to a free freight deduction.

Order Cancellations

Orders are processed immediately to insure same-day shipping, changes or cancellations cannot be made.

Additional Order Fees

DCS reserves the right to pass through any charges imposed on DCS by our Parcel carriers associated with, but not limited to, address corrections, refused orders, undeliverable orders, and/or residential delivery fees.

Special Orders

Shipments on special order, non-stock, or discontinued items cannot be cancelled or returned.

Back Ordered Items

Items backordered will ship as soon as they become available and may ship without notice. Freight charges will be assessed on all backordered items.

DCS Shipping Errors

We apologize for any shipping errors caused by DCS, and will gladly take product back, as long as claims are made with in five working days of delivery of goods.

Customer Ordering Errors

DCS will take back product ordered in error, but a 15% restocking fee will be charged for this service. Returns must be in original packaging and factory sealed where applicable. If product is not received in resalable condition it will be sent back at your expense.

Payment Terms

Diversified Computer Supplies reserves the right to refuse to sell to any persons or firms.

DCS offers qualified dealers an appropriate line of credit after approval. In addition we offer other methods of payment as follows:

1. Net 20 Days – Upon credit approval, terms are Net 20 days from the date of the invoice.
2. Prepaid – DCS accepts Visa or Master Card.

Diversified Computer Supplies reserves the right to withhold lines of open credit, determined by experience, record of trade payment, financial condition, amount of credit needed, etc. Depending on these factors, DCS may require current financial information and/or require personal guarantee, particularly if information is not available through available resources (i.e. Dun & Bradstreet)

Open account privileges may be suspended if invoices for any month are not paid when due within published terms, and subsequent orders will be held until the account balance is reduced to current status.

Returned checks will be assessed a \$30 bank charge

Bill Pay: Remit Address
Diversified Computer Supplies
4435 Concourse Dr
Ann Arbor, MI 48108

Damaged Orders

Damaged product accepted by customers will be the sole responsibility of the customer. Customer will be responsible for filing a freight claim with carrier.

All returns (defective or otherwise) must have an approved Return Authorization number (RA#).

Empties: Products returned and determined to be empty (ie fully used) will be denied credit or result in a charge back.

Aftermarket Returns

Lifetime warranty on toner and copier cartridges for all aftermarket brands. 12 month warranty on inkjet cartridges. Damaged items must be reported immediately upon receipt and the damage must be noted on the carrier's paperwork.

Non-Defective Returns

Sales are final on special order items – no cancellations or returns. Returns must be in original packaging and factory sealed where applicable. If product is not received in resalable condition it will be sent back at your expense.

All qualifying OEM returns must be shipped within 30 days of original invoice.

Returns are subject to a minimum of 15% restocking fee.

Defective OEM - Supplies

Copier Toner Supplies: All products are checked and in stable condition before shipping and are therefore not returnable. All sales are final.

The following manufacturers must be contacted directly for credit/replacement of defective product:

Brother	800-284-4329	Ricoh	800-882-4858
Epson	800-533-3731	Sharp	800-237-4277
Lexmark	800-539-6275	Canon USA	800-828-4040
Dell	877-766-3355	Panasonic	800-346-4768
Samsung	877-873-7279	Xerox	800-275-9376
Okidata	800-654-3282		

Defective OEM – Printers and Other Equipment

If the equipment fails to operate after removing from the box, contact the manufacturer’s technical support toll free number listed in the instruction manual and warranty registration card, or go to the following websites: www.brother-usa.com, www.epson.com, www.usa.canon.com, www.lexmark.com, www.okidata.com, www.samsung.com, www.xerox.com, www.kyoceradocumentsolutions.com. Provide the model and serial numbers. The manufacturer will provide details on next steps.

Obtaining a Return Authorization Number

These steps pertain to ANY and ALL returns.

1. Go to <http://www.dcsbiz.com/>
2. Go to the Request RMA link, located at the bottom of the home page.
3. Read details regarding our RMA process.
4. Go to the Click Here link, located at the bottom of the RMA Request Form.
5. Fill out the form completely and click Submit.
6. Your request is sent to our returns department
7. Our return department will issue an RA# by email within 2 business days.

If issues arise, contact your Sales Rep at 800-766-5400.

Preparing Return for Shipment

1. Write RA# on outside of each shipping carton. Do not write on the outside of the product packaging.
2. Any shipment arriving without an RA# will be refused.
3. All returns must be shipped freight pre-paid