

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: _____



Experience. Expertise. Edge.

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Sales Tax Exemption Certificate

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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#: _____

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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 within 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