

NEW ACCOUNT INFORMATION FORM

Fill out & send back to sales@phoenixltc.com or Fax to 602.437.2270
If you have any questions, please call us at 855.633.2278

Company Name _____

Parent Company (if applicable) _____

Address _____

City _____ Province _____ Postal Code _____

Telephone (_____) _____ Fax (_____) _____

Billing Address (if Different) _____

City _____ Province _____ Postal Code _____

Telephone (_____) _____ Fax (_____) _____

Email address to send invoicing _____

Email address to send shipping confirmations _____

TYPE OF BUSINESS: Pharmacy Distributor Facility Other: _____

Owner's Name _____

How long in business? ___ Yr ___ Mo

Credit Limit Requested: \$ _____

Key Contacts:

Buyer/Purchasing Agent: _____ EMAIL: _____ Phone (_____) _____

Accounts Payable: _____ EMAIL: _____ Phone (_____) _____

CFO/Controller: _____ EMAIL: _____ Phone (_____) _____

I (we) have completed this application and certify that all statements contained therein are true and correct. I (we) agree that credit inquiries may be made and authorize the release of such information to you. I (we) understand and agree that any credit granted shall be paid promptly in accordance with credit grantor terms and agreements. I (we) also understand and agree that credit grantor may add legal rate of interest per month to any balance not paid in accordance with said terms and agreements. I (we) also agree, in the event of default, to pay reasonable collection charges, attorney fees and court costs where applicable.

Authorized Signature _____ **Date** _____

Printed Name _____ **Title** _____

SUMMARY OF PAYMENT OPTIONS

- 1) Wire Payment
- 2) Mail in cheque
- 3) Credit Card Payment (*3% Processing fee applies*)

Wire Transfer (In CAD)

Beneficiary Name: Bergmann Precision Inc.
Beneficiary Bank: Bank of Montreal
Beneficiary Address: 3730 E Southern Ave Phoenix, AZ 85040 USA
Institution ID + Transit #: 001-00022
EFT Account #: 1508727
Wire Account #: 00021508727

Wire Transfer (In USD)

Bank Name: UMB Bank, N.A. (*Kansas City, MO*)
Bank Address: 2777 E. Camelback Rd., Suite 100, Phoenix, AZ 85016
Account Name: Bergmann Precision, Inc.
Account #: 9872404998
Swift: UMKCUS44

Mail Cheque

Lockbox (preferred)

Attn: Phoenix LTC/ Waterloo
PO BOX 641078
Dallas, TX 75264-1078

OR

Corporate Headquarters

Accounts Receivable
3730 E. Southern Avenue
Phoenix, AZ 85040

Credit Card Payment (*3% Processing Fee Applies*)

- Online credit card payment (***Invoices Only***): <http://www.phoenixltc.com/pay>
- Call in with credit card payment (***Invoices & Prepayments***) - 855.633.2278 or 602.437.4940

Terms and Conditions

PLACING YOUR ORDER

- When placing your order with us, please refer to your customer account number. This can be found on your invoice and packing list.
- Please contact Customer Service when ordering special parts. They will be able to assist you even in the case that parts are not listed individually.

TERMS OF SALE

- Net 30 days for regular customers with established credit.
- Visa, MasterCard, Discover and American Express credit cards are accepted, but may be subject to a convenience fee at the seller's discretion.
- I (we) also understand and agree that credit grantor will add interest charges of 1.5% per month to any balance not paid in a timely manner in accordance with said Terms and Conditions.
- I (we) agree that any action to collect a debt or to enforce rights for items purchased or credit extended shall be commenced in Maricopa County, Arizona Superior Court and I (we) consent to jurisdiction for such action.

PRICING

- Pricing is subject to change without notice and products are priced "each" unless otherwise noted.
- When calling our Customer Service Department please ask if your price listings are current.

SHIPPING TERMS

- Our Standard shipping terms are FOB
- Stock items can be shipped within two days after receipt of your order.

RETURNED GOODS

- All returned goods must have an authorization number assigned by our Customer Service Department. Returns must be requested within 20 days from date of original shipment and must arrive no later than 45 days from date of original shipment.
- Please refer to your purchase order number and customer account number when phoning in your request for returning merchandise.
- All returned goods must be sent prepaid. Any return that is not prepaid will be refused.
- Any cart with Electronic or Pushbutton locking systems, materials that have been modified or are not in NEW resalable condition are non-returnable. Large or Custom orders are subject to contract and are non-returnable.

RESTOCKING CHARGE

- A 25% restocking fee will be charged to your account for returned merchandise.
- If we shipped incorrect merchandise, there will be an exception to the policy. If this is the case, please call our Customer Service Department and report the incorrect shipment. The same policy regarding an authorization number applies.

Terms and Conditions

DAMAGED OR MISSING GOODS

- All damages must be reported to Phoenix LTC the day the items are delivered.
- You have 15 days from the delivery date to report missing items to Phoenix LTC.
- If you receive a shipment via truck, inspect all cartons at time of delivery. If you receive a package that you believe is damaged, we ask that you do not sign for it. Open all packaging and report any damage at 855-MED-CART as soon as possible. You MUST make note of any damages on Carriers
- Delivery Receipt or Bill of Lading.
- You may be asked to take pictures of the damage to send to Phoenix LTC to file a claim.
- Damage that is not recorded on the Carriers Delivery Receipt will be considered Concealed Damage and will be the responsibility of the customer.
- Please save all boxes and packing materials to show that the items were packed properly.

PRODUCT WARRANTIES

- Phoenix Long Term Care (Seller) warrants the products it manufactures to be free from defects in material and workmanship under normal and proper use and service for a period not exceeding five (5) years from the date of delivery to the original location.
- This warranty does not apply to any product that has been subject to abuse, misuse, negligence, modification, normal wear or an accident (dents & scratches are considered normal wear).
- Electronic components and plastic parts have a one (1) year warranty under the aforementioned conditions of use.
- The Seller's liability is limited to the cost of the repair or replacement of any products (at its factory) which fail to comply with the foregoing warranty. In no event shall the seller be liable for any consequential damages claimed as a result of breach of the foregoing warranty.
- The purchaser must reference the original purchase order number on Seller's invoice on any claims. The Seller will determine in the products should be returned to the factory or if parts should be sent to the customer for repair of the product.
- The warranty stated herein is in lieu of all warranties, expressed or implied, including but not limited to merchantability or fitness for a particular purpose.

CONTACT INFORMATION

Customer Service	Orders and Returns	1-855-633-2278	sales@phoenixltc.com
Technical Support	M-F 8:30am – 6:30pm	1-855-633-2278 ext 2	support@phoenixltc.com
Finance	Accounts Payable and Receivable	602-434-4940	ar@2mfg.com
Canada	Sales	416-879-3411	anita@2mfg.com