

# Credit Application

## FAX OR MAIL TO:

Dye & Durham  
40 West Beaver Creek Rd.  
Richmond Hill, Ontario L4B 1G5  
Fax: (905) 762-7101  
Toll Free Fax: (800) 263-2772  
www.dyedurham.ca

## Company Information

Name of Company: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Attention: \_\_\_\_\_ Email: \_\_\_\_\_

Type of Business: \_\_\_\_\_

How Long in Business: \_\_\_\_\_ Number of Employees: \_\_\_\_\_

Accounts Payable Contact: \_\_\_\_\_

Accounts Payable Email: \_\_\_\_\_

Bank: \_\_\_\_\_

Address: \_\_\_\_\_

Account Number or Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## Trade Reference

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_



I hereby authorize Dye & Durham, A Division of The Cartwright Group Ltd ("Dye & Durham") to use the information on this credit application in reference to opening a charge account for the above named company applying. Dye & Durham may cancel this charge account and any privileges at any time without notice but it is understood and agreed that this does not relieve the above named company of its obligation to pay for purchases when due. In the event of exceeding the credit limit established by Dye & Durham, I the undersigned personally guarantee the repayment of any purchase until the account has been brought back to within the credit limit. I also hereby agree to indemnify Dye & Durham against any and all damage, loss, expenses (including attorneys fees) and/or liability sustained by Dye & Durham by reason of, or related to, the above purchaser's failure to perform or to pay when due, charges incurred. It is understood and agreed the terms for this charge account will be Net 30 days and that a service charge of 1 1/2% per month (18% per annum) will be charged on all past due accounts.

**Please note: Major credit card or certified cheque with initial orders is accepted until credit is approved.**

# Policies

## Unconditional Satisfaction Guarantee

All products in this catalogue, and all other products and services offered by Dye & Durham are fully backed by our Satisfaction Guarantee ensuring that product quality, performance and value meet your expectations.

### Payment Terms

A credit application must be completed and approved to open an account. If you do not have an account payment may be made by cash, major credit card or C.O.D.

### Terms

Terms are net 30 days from date of invoice for approved account customers. Overdue accounts are subject to a late payment charge. We reserve the right to withhold shipments to accounts that do not meet payment terms.

### Prices Subject to Change

All catalogue prices are subject to change without notice. Orders will be billed at prices prevailing at date of order.

### Order Requirements

Our minimum order requirement is \$50.00 for delivered orders. A small handling charge of \$5.00 plus delivery will be applied to orders under \$50.00.

### Damaged Goods

In the case of a damaged shipment, make note of the discrepancy on the bill of lading. Keep the parcel's packaging for inspection where there is concealed damage. Contact our Client Services Department to arrange for return of the damaged item(s).

### Delivery

Daily truck deliveries are made in Toronto, Mississauga, Hamilton and surrounding areas. Out of Town shipments are sent within 24 hrs. Shipping charges apply on orders and are based upon distance traveled, size and number of parcels.

### Office Furniture

On all furniture orders shipping charges apply, F.O.B. our shipping point.

### Returned Items Policy

In order to obtain credit for an item returned follow instructions:

1. Advise us of the item(s) being returned within 5 days of receiving it. Please forward your calls to our Client Services Department.
2. Materials must be returned within 30 days of purchase.
3. Our drivers cannot accept returns unless we have been advised so that they will have the appropriate paperwork in hand.
4. Items must be in resalable condition, and in the original package or carton.
5. The reason for requesting a credit should be included with each returned item.
6. Special custom orders are not returnable.