

# NEW ACCOUNT APPLICATION

Company Name: _____	Nature of Business: _____	Resale ID #: _____
Bill to Address: _____	Company Phone: _____	(copy of your certificate MUST be attached)
City, State & Zip: _____	Company Fax: _____	
Ship to Address: _____	Company Email: _____	
City, State & Zip: _____	Company Website: _____	

**CONTACT INFORMATION – Please provide at least (1) OWNER, (1) SALES and (1) ACCOUNTING contact.**

Name	Title	Address	Phone	Email*	Select your email preferences:
	Owner				<input type="checkbox"/> Orders (can only select one contact) <input type="checkbox"/> Tracking (can only select one contact) <input type="checkbox"/> A/P Invoices / Statements <input type="checkbox"/> ALL Updates
	Sales				<input type="checkbox"/> Orders (can only select one contact) <input type="checkbox"/> Tracking (can only select one contact) <input type="checkbox"/> A/P Invoices / Statements <input type="checkbox"/> ALL Updates
	Accounting				<input type="checkbox"/> Orders (can only select one contact) <input type="checkbox"/> Tracking (can only select one contact) <input type="checkbox"/> A/P Invoices / Statements <input type="checkbox"/> ALL Updates
					<input type="checkbox"/> Orders (can only select one contact) <input type="checkbox"/> Tracking (can only select one contact) <input type="checkbox"/> A/P Invoices / Statements <input type="checkbox"/> ALL Updates
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					<input type="checkbox"/> Orders (can only select one contact) <input type="checkbox"/> Tracking (can only select one contact) <input type="checkbox"/> A/P Invoices / Statements <input type="checkbox"/> ALL Updates

\*By providing an email on this application, you are authorizing Bulbrite to send you electronic communications. We recommend all contacts select **ALL Updates** as it will ensure you receive timely information regarding pricing, new products and other critical business information. If you wish to stop receiving emails from us, you may unsubscribe at any time using the link provided at the bottom of all of our emails.



145 West Commercial Ave. · Moonachie, New Jersey 07074

**HOW DID YOU HEAR ABOUT US?**

- Magazine: \_\_\_\_\_
- Tradeshow: \_\_\_\_\_
  
- Internet
- Direct Mail
  
- Sales Rep: \_\_\_\_\_
- Other: \_\_\_\_\_

**BANK REFERENCES**

<i>Bank Name</i>	<i>Address</i>	<i>Acct #</i>	<i>Phone</i>	<i>Fax</i>

**CREDIT REFERENCES (LIST ALL 3)**

<i>Company Name</i>	<i>Address</i>	<i>Acct #</i>	<i>Phone</i>	<i>Fax</i>

With the understanding that all information given will be kept confidential, we hereby give authorization to Bulbrite Industries to obtain information from the above references. We also agree to Bulbrite's standard terms and conditions of sale.

**Authorized Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_



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## How to place an order!

For quick and easy order processing, please send your order via email to [orders@bulbrite.com](mailto:orders@bulbrite.com). If you have questions, please call us anytime between 8:30am - 5:30pm EST, Monday through Friday at 800-528-5555 and we'd be happy to help you!

Your order will ship **SAME DAY** if you get it to us within the times indicated below:

ORDER CUT OFF TIME		
Shipment Type	Eastern U.S. (EST)	Western U.S. (PST)
Parcel Shipments	3:00pm	2:00pm
Truck Shipments	2:00pm	1:00pm
<b>Eastern U.S. States:</b> AL, AR, CT, DE, DC, FL, GA, IL, IN, IA, KY, LA, ME, MD, MA, MI, MN, MS, MO, NH, NJ, NY, NC, OH, PA, PR, RI, SC, TN, VT, VA, WV, WI		<b>Western U.S. States:</b> AZ, AK, CA, CO, HI, ID, KS, MT, ND, NE, NM, NV, OK, OR, SD, TX, UT, WA, WY

- Effective March 1, 2018, Orders over \$100 received by listed cutoff times will be processed and shipped same day. Orders under \$100 will be assessed a \$10 handling fee and will be processed and shipped by the next business day.
- All shipments are FOB our fulfillment facility (i.e., Moonachie, NJ or Ontario, CA).
- On orders totaling \$800 or more for shipments within the contiguous 48 states, freight charges are waived provided the invoice is paid within payment terms.
- We hold ourselves to a very strict error free goal, but if your order doesn't arrive the way you expected it to, let us know – we want to fix it! If an order or product doesn't meet your expectations, send an email to [returns@bulbrite.com](mailto:returns@bulbrite.com) describing the problem and we'll work with you to find a solution.
- See page 89 of this price book for complete terms and conditions, including shipments to Canada.

If this doesn't answer all your questions give us a call – we can't wait to hear from you!

To request an electronic copy of this Price Book, email [service@bulbrite.com](mailto:service@bulbrite.com) or call our customer relationship team at the number below.

**P:** 800-528-5555

**E:** [orders@bulbrite.com](mailto:orders@bulbrite.com)

Prices are subject to change. Some products may be subject to UMAP policies. Please contact us at [sales@bulbrite.com](mailto:sales@bulbrite.com) for more details.

# TERMS AND CONDITIONS

## ORDER PROCESSING:

We strive to provide excellent service and value to our customers. Bulbrite offers same day shipping on qualifying orders (see order minimum and cutoff times). To ensure timely and accurate order processing, please submit your orders to [orders@bulbrite.com](mailto:orders@bulbrite.com) using our standardized electronic format order form.

Our hours of operation are Monday through Friday from 8:30 a.m. – 5:30 p.m. EST.

## PRODUCTS:

Products, product specifications and data are subject to change without notice. Products may be discontinued without notice. Products under warranty are subject to conditions and limitations thereof. Warranty information is printed on product packaging and in the BULBRITE product catalog, and available at [www.bulbrite.com](http://www.bulbrite.com). Content provided in this price book shall not be considered a warranty unless specifically stated.

## PRICES:

Prices are subject to change without notice. Some products may be subject to UMAP policies. Please contact us at [sales@bulbrite.com](mailto:sales@bulbrite.com) for details.

## PAYMENT TERMS:

Terms on orders with approved credit are Net 30 days. All other orders must be paid in advance by ACH, wire transfer, check or cash. Payments made by credit card are subject to a 2.5% convenience fee. Past due invoices are subject to a late fee of 1.5% per month. A \$25 service fee is applied to all returned checks. A \$20 service charge is added on international orders paid by wire transfer and customers are responsible for the bank transaction fee. No deductions are allowed for returns or price discrepancies unless a credit memo has been approved.

## FREIGHT POLICY:

All shipments are freight collect, FOB our fulfillment facility (i.e., Moonachie, NJ or Ontario, CA). Customer is responsible for all expedited shipping charges (e.g., express service, air, etc.). Customer requiring expedited shipping must provide a shipping account number at the time the purchase order is submitted.

## FREIGHT ALLOWANCE:

All shipments are freight collect, FOB our fulfillment facility (i.e., Moonachie, NJ or Ontario, CA). For orders shipping within the contiguous 48 states, freight is allowed on invoices totaling \$800 or more. Freight charges may be deducted from the invoice total ONLY if payment is received within the terms of the invoice.

## FLUORESCENT POLICY:

Fluorescent tubes longer than 4 feet are available for pick-up or local delivery only.

## REFUSED SHIPMENTS:

Orders refused in whole or in part result in a 25% restocking fee in addition to freight charges both ways.

## CANCELLATION POLICY:

To provide excellent service, we process orders soon after they are received. We provide a window of one (1) hour from the time the order is placed for order cancellation. Orders cancelled after one (1) hour of being placed are subject to a 25% restocking fee.

## DAMAGES/SHORTAGES:

Claims for damaged goods, concealed damage or short shipments must be submitted in writing to [returns@bulbrite.com](mailto:returns@bulbrite.com) within 5 days of receipt. LTL damages must be reported within 48 hours of shipment receipt. A signed receipt of goods serves as confirmation that the number of packages received has been verified as indicated on the BOL/Packing Slip and that the shipment was delivered in good condition.

## RETURN POLICY:

Requests for returns must be submitted in writing to [returns@bulbrite.com](mailto:returns@bulbrite.com). Return Goods Authorization number (RGA No.) and return instructions are issued for approved returns. RGA Nos. are valid for 14 business days – product must be returned within this time to receive credit. Product must be returned in saleable condition in its original packaging, shipped at the customer's expense. Shipping fees are non-refundable on non-defective returns. Unauthorized returns will not be accepted. **NO RETURNS ARE ACCEPTED AFTER 60 DAYS.**

Credit is issued upon inspection of merchandise. Refunds are given in the form of merchandise credit only. Correctly shipped merchandise returned by customers is subject to a 15% restocking fee if product is returned within 30 days, and 25% restocking fee up to 60 days. Previously allowed freight charges will be retroactively applied to orders that fall below the freight allowance order amount threshold as a result of merchandise returns. Deductions from payment CANNOT be made until a credit memo has been approved.

Please note all returns/defective claims originating from an end user must be handled through the distributor. Bulbrite is not responsible for processing end user claims.

## MINIMUM ORDER (Revised April 1, 2017):

Our minimum order amount is \$100. A handling fee of \$10 will be applied to orders under \$100.

## ORDER MULTIPLE QUANTITY

To enable efficient handling and shipping, please place orders using the "order multiple quantity" indicated for each SKU in this price book.

## VOLUME DISCOUNT PRICE:

Volume discount price is only applicable if the volume discount order quantity is reached on an order that ships at the same time.

## BACK ORDERS:

Back ordered items are automatically shipped as soon as product becomes available and may be subject to additional freight charges. If you wish to cancel a back order please submit your request to: [service@bulbrite.com](mailto:service@bulbrite.com).

## NEW CUSTOMERS:

New customers must complete and submit a signed "New Account Application" and provide a copy of Resale Certificate. Visit our website to download the application form or email us to obtain additional information:

**web:** [www.bulbrite.com](http://www.bulbrite.com)  
**email:** [sales@bulbrite.com](mailto:sales@bulbrite.com)

## ADDITIONAL TERMS AND CONDITIONS FOR ORDERS SHIPPED TO CANADA:

Minimum order amount for Canada shipments is US\$200. Orders under US\$200 will incur a US\$25 handling fee.

All invoices include a Harmonized Sales Tax, which includes both the General Sales Tax and the Provincial Sales Tax as designated by the province to which the order is shipping.

Freight is allowed on invoices totalling US\$800 or more for orders shipping to the provinces of Quebec and Ontario, and on invoices totalling US\$1,200 or more for orders shipping to the provinces of Alberta, British Columbia, Manitoba and Saskatchewan. Freight is not allowed on invoices for orders shipping to all other provinces.

All prices in USD.

Prices are subject to change. Some products may be subject to UMAP policies. Please contact us at [sales@bulbrite.com](mailto:sales@bulbrite.com) for more details.