Customer Information Request

voice: **800.666.0996** • fax: **914.514.1887** • web: **www.btx.com** • email: **ar@btx.com**

Your Company Information (Please Print):

Company Name: _____ President/Owner: _____

Parent Company: _____

Physical Address (no P.O. Box): _____

_____

City: _____ State: _____ Zip: _____

Billing Address (if different from physical address): _____

_____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Website: _____

Federal Tax ID #: _____ Years In Business: _____ Years At Current Location: _____

(Please attach copy of resale certificate or tax exempt certificate.)

Incorporated? ☐ Yes ☐ No (If Yes: _____Year ____State | D&B Number: _____)

How Would You Like To Receive Invoices?

☐ Email: _____ ☐ Billing Address

What Type Of Business Are You?

Markets (Check all that apply):

☐ A/V ☐ Audio ☐ Sound ☐ Computer ☐ Lighting ☐ Video

☐ Medical ☐ Security/CCTV ☐ Other: _____

Main Contacts At Your Company: (Please include email addresses)

President/Owner: _____ Purchasing: _____

Other Email: _____ Purchasing Email: _____

Direct Phone: _____ Ext. _____ Direct Phone: _____ Ext. _____

Accounts Payable: _____ Financial Officer: _____

Accounts Payable Email: _____ Financial Officer Email: _____

Direct Phone: _____ Ext. _____ Direct Phone: _____ Ext. _____

How Did You Hear About BTX®?

☐ Trade show ☐ Internet ☐ Word of mouth

☐ Magazine ad ☐ Rep ☐ Other

Rev. - 09/26/19

Terms Of Service

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To Order:

- Online: www.btx.com (24/7).
- Phone: 800.666.0996 (8:30am to 7pm EST Monday to Friday).
- Email: sales@btx.com
- Fax: 800.569.4244 (24/7).
- Upon request, all in-stock orders will be shipped same day if ordered by 5pm EST.
- ALL custom or special order products are non-cancelable and non-returnable.
- A small order charge (SOC) of $10 will be assessed to orders under $50. There are no small order charges when orders are placed online.

Shipping Information:

- Freight is FOB Hawthorne, NY or Salt Lake City, UT, depending on shipping location and stock availability. In the event damaged merchandise is received, retain the original shipping carton and contact the shipping company. Please let us know if we can help.
- Unless otherwise specified, your order will ship via UPS ground service or best way. UPS Next Day Air, 2nd Day Air and 3-Day Select services are available upon request.
- FEDEX Air, Messenger, UPS or other common carriers of your choice are also available.

Terms:

- VISA, MasterCard, Discover and American Express are gladly accepted at the time of purchase. Use of a credit card to pay open terms balances are subject to a 3% merchant service fee. (Other fees may apply in certain circumstances.)
- Credit terms are available upon BTX's approval of a completed credit application.
- A service charge of 1-1/2% per month (18% annually) will be assessed against all past due balances.
- To wire payment, please contact us to request our bank information.

Returns:

- All returns must have a RMA (Return Materials Authorization) number assigned by a member of the BTX customer service or sales departments. This number must be clearly marked on the outside of the box or the box will be refused.
- Ship all returns with original packaging and all product components pre-paid to BTX at 5 Skyline Drive, Hawthorne, NY 10532.
- All returned products with a valid RMA number will be evaluated. The issuance of an RMA number does not guarantee credit. If BTX deems that a product is defective and still within the warranty period, we will do one of the following at our discretion: repair or replace the product, or credit your account. No refunds.
- Products accepted for return for reasons other than defect or error by BTX will be assessed a minimum 15% re-stocking fee and must be received within 30 days from date of shipment. If a manufacturer's restocking charge is greater than 15%, BTX will charge the manufacturer's restocking fee.
- Custom or special order products are only returnable due to manufacturing defects or error by BTX.

Pricing:

BTX has always balanced competitive pricing levels with the highest quality products available. BTX reserves the right to change prices without notice, and is not responsible for typographical errors.

Warranty:

BTX guarantees products and equipment of its manufacture against all defects in material and/or workmanship and agrees to remedy any such defect at no charge provided the defective product is returned (transportation pre-paid) to BTX. Upon evaluation, BTX will determine if a product is defective. This warranty extends for 5 years from date of purchase, and does not extend to products which have been subjected to neglect, accident, or improper use. Warranties on any distributed product sold by BTX are subject solely to the manufacturers' written warranty. There are no other expressed or implied warranties except as set forth herein. There is no warranty covering consequential damages, incidental damages, or incidental expenses, including injury to persons or property.

Blanket Orders:

Blanket orders must be received in written form with scheduled release dates. The period of a blanket order is for a maximum of 12 months. Blanket orders for standard product may be altered for release quantities or dates with written approval from BTX. If release dates are accelerated, BTX will do all it can to accommodate the new requirements but shall not be held responsible to meet these new dates. Blanket orders for custom products are non-cancelable and non-returnable. If you require BTX to keep a given amount of bonded inventory for your use, this inventory must be paid for when inventory is segregated for your exclusive use. If at the end of 12 months you have not taken all product from the blanket, BTX reserves the right to ship the remaining product and bill you accordingly.