



POUNDEX ASSOCIATES CORP.

21490 Baker Parkway, City of Industry, CA 91789
Tel: (909) 444-5878 • Fax: (909) 444-5898

Thank you for your interest in opening an account with Poundex

Outlined below are the documents needed to proceed.

California Residents:

- Resale license (Seller Permit) must be under a business name and address.

Outside CA Residents:

- Business license / State tax ID license

DCA license is required for Calif Res Only – Upon Request

No personal name or residential address will be accepted.

Must have one of the following:

- Retail Store
- Sell online.
- Swap meet – Lot rent receipt required

Once the required documents have been received and verified, we will forward the new account package forms to fill out.

Please note:

The account will be open when the first order is submitted.

If no order is submitted within 30 days, we will dispose of all paperwork.

Feel free to give us a call anytime, at (909) 444-5878

Thank you for choosing Poundex!

**POUNDEX****POUNDEX ASSOCIATES CORP.**

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**OUT OF STATE AND MEXICO - NEW ACCOUNT FORM
UPDATING EXISTING ACCOUNT**

Thank you for your interest in our products. Please assist us in creating / updating an account for you by providing us with the following information.

New Account ☐**Account Update** ☐**COMPANY INFORMATION**

Business Name:

Business Address:

Suite:

City:

State:

Zip Code:

Telephone:

Fax:

No. of Locations:

Website:

Years on Business:

Type of Business:Brick & Mortar Store ☐Online ☐Swap-meet/Flea Market ☐Interior Designer ☐**CONTACT INFORMATION**

Owner Name:

Email:

Address:

Telephone:

City:

State:

Zip Code:

Authorized Buyer:

Email:

State Tax ID / Business License Information****Tax ID / Business License Number:****Description of property to be purchased for resale:***Furniture for resale*

I have read and understand the following:

For Your Information: A person may be guilty of a misdemeanor under Revenue and Taxation code in your State. If the purchaser knows at the time of purchase that he or she will not resell the purchased item prior to any use (other than retention, demonstration, or display while holding it for resale) and he or she furnishes a resale license to avoid payment to the seller of an amount as tax. Additionally, a person misusing a certificate for personal gain or to evade the payment of tax is liable, for each purchase, for the tax that would have been due, plus any penalties or fines.

SIGNATURE _____

DATE _____

PRINT NAME OF PERSON SIGNING _____

TITLE _____



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TERMS AND POLICIES

NEW ACCOUNT:

Proof of resale status is required to be verified prior to opening an account at Poundex. In the case of multiple store locations, each location will be assigned to an individual account. Please refer to Poundex's Account Activation Requirement for more details.

INACTIVE ACCOUNTS:

For any customer whose account has been inactive for more than 6 months, re-submission of account activation materials will be required.

PRICING:

All prices exclude freight/shipping/handling charges. West Price: Southern California Warehouse: East Price: Texas Warehouse. We will advise you which pricing applies to you. Prices are subject to change at any time.

PAYMENT:

Poundex accepts cash, cashier's check, wire transfer and credit card (Visa / Mastercard; no Discovery card) as valid payment methods. All transactions are cash and carry or pre-paid based. Any non-self-pickup order needs to be pre-paid, C.O.D with bonded freight carrier. Company checks will be accepted after the first 4 orders after an account is opened; each company check must have a valid company name and address info matching with the resale certificate. No temporary or personal check will be accepted. A \$20 fee will be applied for each NSF check. Paying with NSF check will put the customer account responsible on "cash account" status for the next 6 months. Poundex reserves the right to employ a collection agency to retrieve balances on its past due accounts. It is the debtor's sole responsibility to handle all fees incurred by the collection process

SELF PICKUP CUSTOMERS:

No minimum order amount is required for self-pickup customers. Warehouse pickups and dock loadings are reserved for current Poundex customers only. Visiting guests (Non-Poundex customers) are strictly forbidden to enter the warehouse area or pick up any part or product. At the time of order pickup, customers need to sign the 'warehouse copy' of all invoices. It is the customer's responsibility to load all merchandise onto outbound transportation in secured positions. Poundex is not liable for any freight damage once the merchandise leaves its warehouse. Any merchandise left behind is not eligible for invoice adjustment or credit request.

SHIPPING CUSTOMERS:

Poundex collects a \$25 fee for each drop ship order. Shipping customers are responsible for all freight charges. Poundex will not assume any responsibility if merchandise is damaged in transit. Any merchandise left behind is not eligible for invoice adjustment or credit request.

RESTOCKING FEE:

There will be a 20% restocking fee for each invoice on all returned merchandise. Merchandise returned due to an error in ordering incurred, not on the part of Poundex, will be subject to charge 20% restocking fee.

RETURNS / EXCHANGES:

All item returns or exchanges must be made within **30 days** from the original invoice date. Claims for defects or missing parts must be made within **60 days**. Any returned merchandise will be examined before a credit or replacement can be issued. Poundex reserves the right to issue a part replacement for minor defects. All returns are reimbursed via store credit only. Please examine each piece before assembly. No returns will be accepted for mattresses and items that are sold 'AS IS', including showroom models, discontinued sets, product damage by power tool and special pallet items. Due to state laws and regulations (Civil code section 1723) citing health concerns, no return, exchange, or refunds are offer for mattresses, unless proven to have manufacturer's defects

SHOWROOM RULES:

Poundex showroom is intended to display merchandise for show case purpose only and is not open to the public. Due to liability concerns, all children under the age of 12 must not enter the showroom and remain in the lobby area with adult supervision. Food and drinks are also not allowed in the showroom. Poundex reserves the right to refuse showroom entrance to any customer due to non-compliance with its rules. Any pet brought on onsite must always be on a leash or held by the owner in the lobby area.

I certify that I have read, understood, and agree to the terms and policies listed above

Company Name: _____ Print Name: _____

Title: _____ Signature: _____ Date: _____



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WARRANTY INFORMATION COVERAGE

STANDARD WARRANTY:

All item returns or exchanges must be made within **30** days from the original invoice date. Claims for defects or missing parts must be made within **60** days. Any returns and exchanges will be examined before the RMA is given. No cash or credit card refunds. The original box and packing material must be remained with the returns at the time of return or exchange. All products should be inspected for missing parts or damage before assembly.

LIMITED WARRANTY COVERAGE:

Poundex Associates Corp. is proudly providing you, the retailer, with the limited warranties on your Poundex product described herein. These warranties apply to products purchased from Poundex or Poundex authorized Distributors and apply only under conditions of normal, indoor, and residential use and are subject to certain limitations and exclusions. Our residential products are not designed for commercial settings. This limited warranty does not and will not extend to the retailer's customer. It will be the retailer's sole responsibility to examine the problem and contact Poundex for any concerns regarding warranty coverage.

WARRANTY LIMITATIONS AND EXCLUSIONS:

Warranty is void for any of the following conditions, due of the workmanship and/or the use of natural materials in Poundex's products:

- These Warranties do not cover such minor variations or differences between floor samples, swatches, or printed illustrations (Catalogues) and your item(s).
- Poundex Warranties do not cover products sold "as is," items such as purchased from Showroom / Special Pallets and Samples.
- Any product modification by the retailer or consumer, or the use of non-Poundex parts, avoids this warranty.
- Any damage by the power tool will not be covered by the warranty.
- All paid service and delivery fees that are related to returns will be responsible by the buyer (retailer).
- If an RMA decision has been agreed upon to replace the defective part or product, only the defective part or product will be replaced. If an RMA request decided to replace the product which it no longer sells, a comparable item will be offered as a replacement
- Under the warranty, Poundex will repair or replace the defective part, product or issue a credit base in that order.
- Mechanisms for the manual recliner warranted to be free of any defect in the functionality and workmanship. However, the warranty does not cover the smoothness' of the reclining mechanism. The foot and back rest folds down on closing and could result in injury. Always leave unoccupied recline feature chairs in the closed upright position to avoid any injury.
- It does not cover if the product has been substantially altered in physical or interior components.
- Warranty does not cover loss of resilience, pressed, sagged, or deformed for cushions, seat/back.
- This does not cover wrinkling, shrinkage, fading, pilling, or stains on the fabric.
- Structure damage due to bending the spring coil (seat cushions) or water damage/moisture also voids the warranty.
- Power motion mechanisms do not cover if found misuse of the electric motor or different type of power socket that was used or abuse of the product.
- Warranty is void if a defect on the product was found misused, abused, and damaged due to negligence.
- To claim under limited warranty, mattress or foundation must submit back to Poundex at retailer's expense upon inspection.
- Warranty does not cover natural markings or color changes caused by body oils or soil for leather
- Mistreated use of excess heat, cold exposure, and other damage due to chemicals will not be covered by the warranty.

Warranty begins its coverage base on the date of invoice that was issued by Poundex. If you have an issue with your Poundex product and believe you are covered by standard/limited Warranty, contact Poundex representative for an RMA request

** Poundex Associates Corp. reserves the right to modify these terms and conditions at its sole discretion without prior notice.*

I certify that I have read, understood, and agree to the terms and policies listed above

Company Name: _____ Print Name: _____

Title: _____ Signature: _____ Date: _____



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CREDIT CARD AUTHORIZATION FORM
VISA, MASTER AND AMEX CARD

Customer Information

Company name: _____
(Must be same as our records)

Company Address: _____
(Must be same as our records)

☐ Corporate Credit Card _____
(Company name On Corporate Credit Card) (Name of Card Holder)

☐ Personal Credit Card _____
(Personal name On Credit Card)

Credit Card Number _____ Exp. Date _____

Billing Address _____
(Credit Card statement address, City, State and Zip)

CVV # _____ (Last 3 Digits on back of card)

I authorize Poundex Associates Corporation to charge this credit card for my Company's purchase

Company's Purchase

Date:

Card Holder Signature:

Printed Name of Signature:

Telephone Number:

☐ Please check the box if you would like us to keep your credit card number on file.

PLEASE FILL OUT BELOW ONLY IF YOU DO NOT WANT THE CREDIT CARD ON FILE.

Sales Order Number _____ Amount Authorized _____

Poundex Use Only

Processor Initials _____ ☒

Manager Initials _____ ☒

NOTE: ORDERS WILL NOT BE PROCESSED WITHOUT THIS SIGNED COPY ON FILE.



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Agreement to Receive Text Message

Enter your mobile number below to request for the SMS Program.

Poundex Customer Code:

Mobile Number:

By providing your mobile number, you agree that Poundex may send you periodic SMS or MMS messages containing order status and updates.

-You will only receive message regarding your order status.

-You agree to notify us of any changes to your mobile number and update your account with us to reflect this change.

-Data obtained from you in connection with this SMS service may include your cell phone number, your carrier's name, and the date, time, and content of your message.

-Message and data rates may apply.

-By subscribing or otherwise using the service, you acknowledge and agree that we will have the right to change and/or terminate the service at any time, with or without cause and/or advance notice.

Print Name _____

Signature _____ **Date** _____