

NEW ACCOUNT APPLICATION | Canada

FOR OFFICE USE ONLY

Date: _____ PL: _____
Sales Rep: _____

A. GENERAL INFORMATION

Operating Name: _____
Legal Business Name (if different than above): _____
Business Registration Number: _____

How did you hear about us?

- | | | |
|---|--|--|
| <input type="checkbox"/> Trade Magazine | <input type="checkbox"/> Company Website | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Pinterest | <input type="checkbox"/> LinkedIn |
| <input type="checkbox"/> Houzz | <input type="checkbox"/> Word of Mouth | <input type="checkbox"/> In-House Show |
| <input type="checkbox"/> Trade Show (please specify): _____ | | |
| <input type="checkbox"/> Other (please specify): _____ | | |

What type of business do you have?

- | | | |
|--|---|--|
| <input type="radio"/> Commercial / Hospitality | <input type="radio"/> Residential Design / Decorating | <input type="radio"/> Independent Retailer |
| <input type="radio"/> Regional Retailer | <input type="radio"/> National Retailer | <input type="radio"/> Online Retailer |
| <input type="radio"/> Wholesaler | <input type="radio"/> Other (please specify): _____ | |

B. BILLING ADDRESS

Address: _____
City: _____ Province: _____
Postal Code: _____ Country: _____
Telephone: _____ Fax: _____
Contact Name: _____
Email: _____
Federal Tax Id# or EIN #: _____

C. SHIPPING ADDRESS (If different than above)

*We do **not** ship to residential addresses*

Company Name: _____
Address: _____
City: _____ Province: _____
Postal Code: _____ Country: _____
Telephone: _____ Fax: _____
Contact Name: _____ Email: _____

Always ship to unless otherwise instructed

D. PREFERRED METHOD OF PAYMENT

Credit Card

Cheque[†]

Wire Transfer

[†]Uncertified cheques need to be cleared before shipping. Full payment must be received

Credit Card Authorization

Visa

MasterCard

American Express

Cardholder's Name: _____ Card Number: _____

Verification Code (3 or 4 digits): _____ Expiry Date (MM / YY) / _____

Billing Address (if different than above): _____

City: _____ Postal Code: _____ Country: _____

Signature: _____ Date: _____

Use same card for all future shipments

Contact for authorization for each future shipment

E. CONTACTS

Buyer

Name: _____

Job Title: _____

Email Address: _____

Tel: _____ Ext: _____

Fax: _____

Owner / President

Name: _____

Job Title: _____

Email Address: _____

Tel: _____ Ext: _____

Fax: _____

Order Confirmations

Name: _____

Job Title: _____

Email Address: _____

Tel: _____ Ext: _____

Fax: _____

Catalogue Updates / Swatches

Name: _____

Job Title: _____

Email Address: _____

Tel: _____ Ext: _____

Fax: _____

Shipping Notifications

Name: _____

Job Title: _____

Email Address: _____

Tel: _____ Ext: _____

Fax: _____

Marketing Communication

Name: _____

Job Title: _____

Email Address: _____

Tel: _____ Ext: _____

Fax: _____

SUNPAN

Accounts Payable

Name: _____
Job Title: _____
Email Address: _____
Tel: _____ Ext: _____
Fax: _____

Policy Changes

Name: _____
Job Title: _____
Email Address: _____
Tel: _____ Ext: _____
Fax: _____

F. POLICIES AND PROCEDURES

ORDERS FROM CANADA

- All new accounts must be approved by a sales representative or sales manager.
- All new account orders must be paid in full before they are processed. All future orders are COD until our credit department approves Net 30 day terms.
- Orders need to be sent via fax to 1-416-736-0098 or via email to info@sunpan.com.
- Opening orders must be a minimum of \$2000.
- Reorder values must be a minimum of \$500. A freight cap is applicable based on order values. Please inquire for more details.
- Orders that are 100% in stock must be shipped within 30 days of receipt of order.
- Sunpan reserves the right to cancel any order that has not been processed within 60 days of being placed.
- All damages must be reported within 7 days of receipt of goods. Please send pictures by email.
- We accept Visa, MasterCard, American Express, cash and company cheques. If credit has not been approved, company cheques must be certified with no exceptions.
- All orders will be acknowledged with an order confirmation. It is the responsibility of the customer to ensure all order information is accurate, and to notify Sunpan of any cancellations or changes to the order at this time.

PICK-UPS

- Invoicing and payment processing is done only at the time of pick up.
- We accept Visa, MasterCard, American Express, Interac, and cheques as methods of payments. A certified cheque is required if invoice is \$1000 or more.
- If you would like to pick up your order from our Toronto warehouse, you must provide **48 HOURS** notice prior to pick up.

SHIPPING

Furniture needs to be palletized for safe shipment. If your order is too small for us to ship on a pallet, it will need to be increased.

- The minimum order value for shipment within Ontario is \$300, and the rest of Canada is \$500.
- We do not ship to residential addresses.
- We do offer freight caps based on order values within Canada and the U.S. Please inquire for more details.
- Unless otherwise instructed SUNPAN will prepay the freight and charge it to your invoice.
- Please advise us if you have an account with a freight forwarder you would like us to use.

CONTRACT VIABLE

The CV LOGO appears beside certain items in every category. These items are deemed as acceptable for both residential and non-residential environments such as restaurants, hotels, lounges, offices and reception areas. Please note that these items carry our standard ONE YEAR WARRANTY from date of purchase. Warranty is void if non-contract viable product is placed in a commercial or non-residential setting. Please contact our customer service department or your local sales representative for further information.

SUNPAN

WARRANTY AND RETURNS

All finishes and all parts and components of new furniture and merchandise (our " Products") are warranted by Sunpan Trading & Importing Inc to you, the consumer, for ONE YEAR from your date of purchase, to be free from defective material and manufacturing defects only (" Defects") under normal use, as set out herein, and subject to the provisions, limitations and exclusions contained in this Warranty (the " Warranty"). Under this Warranty, Sunpan's liability is limited to replace the defective part or component, repair the defective Product or replace the defective Product. Sunpan's first option is to supply replacement parts to remedy the Defect and if this is not possible, then the defective Product may be replaced or repaired at our discretion. If minor repairs can correct the problem, then Sunpan may approve reasonable and customary labour rates before repairs are made, in which case Sunpan shall reimburse you for such repair costs upon receipt of the Invoice paid by you for such repair. Sunpan will not be responsible for costs to transport the defective Products to your place of purchase (the retailer). This Warranty provides coverage to the original purchaser only and is not transferrable under any circumstances. This Warranty covers Defects when used for residential and non-residential uses. Warranty is void if non- contract viable product is placed in a commercial or non-residential setting. This Warranty does not apply to any condition or damage which is not a Defect, including without limiting the generality of the foregoing, any condition or damage resulting from neglect, misuse or abuse, accident, unreasonable or unintended strain or use, or any condition resulting from incorrect or inadequate maintenance, cleaning or care, or any damage to or failure of the finish resulting from alcohol, water, fabric dye transfer, or cleaning substance or liquid damage, exposure to sunlight, household humidity, or incorrect application of chemical treatment or any protective coating applied by the retailer or the consumer. Any credit notes applied to an account as a result of returns or damages must be used towards future orders within one year from issue date. Any unused credits will expire after this allotted time.

A claim under this Warranty must be made within the Warranty period. If Defects are found, it is the consumer's responsibility to contact the retailer (the place of purchase) immediately, and notify them of the Defects. Do not contact Sunpan with a Warranty claim.

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I have read, understand and agree to the above policies and procedures of Sunpan Modern Home. Please also visit our Policies Section on our website at www.sunpan.com for full details and updates on our policies and procedures, and our company offerings.

Printed Name: _____ Date: _____

Signature: _____