

SUNPAN

NEW ACCOUNT APPLICATION | INTERNATIONAL

FOR OFFICE USE ONLY

Date: _____ PL: _____
Sales Rep: _____

A. GENERAL INFORMATION

Operating Name: _____

Legal Business Name (if different than above): _____

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: _____

Zip / Postal Code: _____ Country: _____

Telephone: _____ Fax: _____

Contact Name: _____

Email: _____

Federal Tax ID # or EIN # _____

Sales Tax ID #: _____

All U.S. customers are required to provide a State sales tax exemption certificate on an annual basis or a blanket certificate if applicable.

C. SHIPPING ADDRESS (If different than above)

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

Company Name: _____

Address: _____

City: _____ Province: _____

Zip / Postal Code: _____ Country: _____

Telephone: _____ Fax: _____

Contact Name: _____ Email: _____

Always ship to unless otherwise instructed

D. PREFERRED METHOD OF PAYMENT

Credit Card[†]

Cheque^{**}

Wire Transfer^{***}

[†] Credit Card Information will only be accepted via email or over the phone. Faxes are not accepted.

^{**} Uncertified cheques need to be cleared before shipping. Full payment must be received before shipping.

^{***} Contact us at 1-800-787-1019 for wire information.

Credit Card Authorization

Visa

MasterCard

American Express

Cardholder's Name: _____ Card Number: _____

Expiry Date (MM / YY): _____ / _____

Billing Address (if different than above): _____

City: _____ Zip / 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 THE UNITED STATES

- 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 applies to orders of \$1000 or more.
- 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.
- Orders from the United States can only be processed with a valid Federal Tax ID number.
- Orders can be paid by Visa, MasterCard, American Express or certified cheque.
- Net 30 days terms must be approved by our factor, Lyon Credit Service. Must maintain an annual balance of \$10,000 or more per year in order to obtain terms through line of credit.
- 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.

ORDERS FROM OUTSIDE NORTH AMERICA

We frequently ship outside of North America. Orders can be shipped from our warehouses in Toronto or via full container load from our factories in Asia. Please contact our customer service department or your local sales representative for details.

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.
- For U.S. customers, if you would like to arrange a pick-up, please contact us directly at info@sunpan.com.
- For U.S. pick-ups, customer assumes full responsibility for all custom documents. Contact us if you would like Sunpan to handle customs, charges applicable.

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.

THIS LIMITED WARRANTY IS EXCLUSIVE AND CONTAINS ALL EXPRESS AND IMPLIED WARRANTY RIGHTS OF THE PURCHASER. SUNPAN MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS OR TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY SUNPAN AND EXCLUDED FROM THIS WARRANTY. THE PURCHASER AND SUNPAN EXPRESSLY AGREE THAT THE SOLE REMEDY OF THE REPLACEMENT OR REPAIR OF THE DEFECTIVE PRODUCT OR COMPONENT THEREOF IS THE SOLE REMEDY OF THE PURCHASER. SUNPAN MAKES NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND. IN NO EVENT SHALL SUNPAN BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS RELATED TO PROPERTY OTHER THAN THE PRODUCTS, PERSONAL INJURY, LOSS OF USE, LOSS OF TIME, INCONVENIENCE OR OTHER ECONOMIC LOSS.

TRADE MARK NOTICE

Sunpan Trading & Importing Inc. is also the owner of all copyright in its Catalogue, including all photographs, product descriptions, designs and images which are displayed in the Catalogue. No part of this Catalogue, or any photograph, product description, design or image contained in this Catalogue, may be reproduced, transmitted or otherwise used in whole or in part in any form or by any means without the prior written consent of Sunpan Trading & Importing Inc. All rights reserved. In particular, Sunpan reserves all of its rights to take all necessary steps to protect its intellectual property rights, including commencing a legal action claiming all available remedies at law and in equity, including, damages (including statutory damages of up to \$20,000 per copyright infringement), an accounting of an infringer's profits, an injunction to prevent ongoing unauthorized activities, and an order for delivery up and destruction of all infringing materials.

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: _____