

NEW CUSTOMER INFORMATION FORM

Contact Information

Contact Name: First: _____ Last: _____

Title/Position: _____

Phone: (____) _____ - _____

Fax: (____) _____ - _____

E-mail: _____

Billing Information

Account Name: _____

Address 1: _____

Address 2: _____

City: _____ State/Province: _____

Zip/Postal Code: _____ Billing Country: _____

Phone: (____) _____ - _____ Type (*circle one*): Business Home Mobile Other

Alternate Phone: (____) _____ - _____ Type (*circle one*): Business Home Mobile Other

Fax: (____) _____ - _____ E-mail: _____

Web Site URL: _____

Shipping Information

Same As Above (*circle one*): YES NO

*if YES then you can skip all fields with a * next to them*

*Ship To Name: _____

*Address 1: _____

*Address 2: _____

*City: _____ *State/Province: _____

*Zip/Postal Code: _____ *Billing Country: _____

*Phone: (____) _____ - _____

*Fax: (____) _____ - _____ *E-mail: _____

Is this a commercial address(*circle one*): Yes No

Is this a home address (do you work from your home) (*circle one*): Yes No

Correspondence

E-mail to send package tracking: _____

E-mail to send invoices: _____

Order Handling

Do you want us to backorder items that are out of stock? (*circle one*): Yes No

Note: we will call when backorders are in before they ship

Are substitutions ok if the item is close in style & functionality to the item ordered? (*circle one*): Yes No

Catalogs

When new editions of our catalog(s) become available, what media form would you like to receive/use?

(circle one): Printed CD On-line

Do you currently have a catalog OR have you requested one already? (circle one): Yes No

Which catalog do you have or did you request: (circle one):

Do Not Have Current Catalog

P210 Hardware Catalog

G09 Gift Catalog

Both P210 & G09

Where would you like us to send future catalogs? (circle one): Billing Address Ship To Address

Other Information

How did you hear about Ohio Travel Bag: (circle one):

Customer Referral

Facebook

Twitter

LeatherWorker.Net

Other Web Site; Please List: _____

Web Search

Industrial Fabric Association

Leather Crafter Journal

Shop Talk Magazine Tack n Togs Magazine

Vendor Referral Other, Please Specify: _____

What type of business or trade are you in: _____

Comments, Instructions or Questions: _____

Terms & Conditions:

PRICES AND QUANTITY PRICES: Most of the prices in this price list are based on small quantity needs for the repair trade industries. If you are a manufacturer or need large quantity pricing, please let us know so we can quote you.
ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

DELIVERY: We normally ship all orders out within 1 business day if stock is available.
UPS Ground is our default shipping method.

MINIMUM ORDERS - USA AND CANADA: The minimum order is \$30.00 worth of merchandise.
Please note that any order under \$30.00 may be subject to a \$3.50 service charge.

EXPORTS TO OTHER COUNTRIES (other than Canada): The minimum order will depend on the country we are sending to. Please check with us if you wish to place an export order. All billings are in U.S. Dollars. Please pay in U.S. funds only.

SPECIAL ORDERS: A 50% deposit is normally required on all non-stock and special order items.

BACK ORDERS: If we were unable to ship your order complete and any items were back ordered, the quantity not shipped will be shown in the back order column on the invoice. Unless you tell us otherwise, we will automatically ship these back ordered items to you as soon as they are available. If there are any items on your backorder listing that you do not want, please be sure to let us know right away to cancel these items. If you do not want any items backordered, please let us know so we can flag your account. If there is an important item which you must have shipped with your order, please tell us when you order so we can let you know if we do not have this item in stock.

RETURNS: Please call Customer Service for authorization before returning any merchandise.
Returns sent to us without authorization may be refused.

Returns are normally accepted only upon the following conditions:

- 1) A request for a Return Authorization must be made within 60 days of the invoice date. A Return Merchandise Authorization (RMA #) is valid for 60 days.
- 2) Please include a packing list of the items you are returning and the reason for the return. Also, it will be helpful to us if you include the authorization number or the invoice number and the date you originally purchased the items.
- 3) Returns that are not our error may be subject to a handling and restocking charge of up to 15%, or a \$5.00 minimum plus shipping.
- 4) No returns are accepted for non-stock, special order items, or cut material.
- 5) Damaged Items must be evaluated before approval for credit of merchandise is granted.
- 6) If a package is refused you will be responsible for shipping charges.

TERMS: Net 30 days from date of invoice, F.O.B. our warehouse - for all credit approved customers. Net 30 invoices are to be paid with a check or money order.

NEW ACCOUNTS: Until other terms have been established, orders will be sent either by: COD-Cash, Cash In Advance or Credit Card (Visa, Mastercard, American Express or Discover/Novus). If you wish to be on open account or regular COD terms (company check accepted), please fill out our customer account form or submit a credit application to us. Please note that slow paying accounts may have open account terms withdrawn.

Returned Checks must be cleared by way of a money order or official bank check - with \$25.00 added to cover our bank and handling charges. The returned check fee for an international check is \$35.00.

PRICE CHANGES: ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

MINIMUM ORDERS PER ITEM: There is generally a minimum of \$1.00 per line item.

Please initial if you accept the above Terms & Conditions: _____

If approved you will receive an email within 1 business day after your account is set up.
We will send you your account number and a temporary password to access our on-line customer service center.

If you have any additional questions please call 800-800-1941 during regular business hours
Monday - Friday 8:30am - 5:00pm Eastern time.

Thank you and we look forward to doing business with you.

Ohio Travel Bag