



MIRRORS · DECORATIVE ACCESSORIES · WALL DECOR · ACCENT FURNITURE · DECORATIVE PILLOWS

NEW ACCOUNT QUESTIONNAIRE

Thank you for your interest in opening an account with The Howard Elliott Collection. In order to be sure that we get your account set up quickly and properly, we would appreciate if you could please answer a few questions:

1. What type of business are you?
2. Do you sell any products online?
 - a. We require all online retailers to sign our IMAP forms and be approved prior to selling our product online
3. Do you have a brick and mortar store? Design Studio? Online/Website Only?
4. How did you hear about us?

In order to get everything moving along quickly, we will need the following information from you:

1. Please fill out and sign the attached new account forms
2. Send us a copy of your re-sale certificate
3. If you will be requesting terms, please be sure to provide at least 3 references
 - a. Our ability to extend credit terms is determined in many cases by how quickly your credit references get back to us.
4. If you will be paying via credit card, please fill out the attached credit card authorization form.
 - a. Check the box indicating that you would either like your card kept on file for future use or that you would like to authorize each transaction.
5. Please sign a copy of our terms and conditions indicating that you understand our policies.

GO GREEN!! Be sure to give us your email address so that we can send your order confirmations, invoices and other correspondence electronically!

We are looking forward to working with you! Please contact us at anytime a 630.871.1122 or sales@howardelliott.com



NEW ACCOUNT APPLICATION

REVISED 4-2018

Complete sections or your application will not be processed
PLEASE PRINT

Section 1: Business Information

Legal Business Name: _____ DBA: _____

Billing Address: _____ Shipping Address: _____

Street: _____ Street: _____

City, State, Zip: _____ City, State, Zip: _____

Phone: _____ Fax: _____ Phone: _____ Fax: _____

Business Type: () Retailer () Interior Designer () Builder () Hospitality () Lighting () Rental/Event () Other: _____

Year Established: _____ How did you hear about us? _____

*****WE REQUIRE A COPY OF YOUR FEDERAL TAX ID CERTIFICATE. PLEASE INCLUDE OR YOUR APPLICATION WILL NOT BE PROCESSED*****

Section 2: Business Contacts

Principal Name: _____ Phone: _____ Fax: _____

Email: _____

Buyer Contact: _____ Phone: _____ Fax: _____

Email: _____

Accounts Payable: _____ Phone: _____ Fax: _____

Email: _____

Send Order Confirmations to: _____ (Email address) Send Invoices to: _____ (Email address)

Section 3

Are You Tax Exempt?: () YES () NO State Resale Certificate #: _____

*****IF YES, PLEASE ATTACH A COPY OF YOUR STATE RESALE CERTIFICATE*****

Section 4: Payment

PLEASE INDICATE WHICH PAYMENT OPTIONS YOU WOULD LIKE TO APPLY FOR

Do You Require a Purchase Order #: () YES () NO

() CREDIT CARD
*PLEASE FILL OUT ATTACHED CREDIT CARD AUTHORIZATION FORM.
PLEASE NOTE: WE DO NOT ACCEPT AMERICAN EXPRESS*

() NET 30 DAY
PLEASE FILL OUT ATTACHED CREDIT APPLICATION FORM.

*****PLEASE INCLUDE FEDERAL TAX ID OR RESALE CERTIFICATE OR YOUR APPLICATION WILL NOT BE PROCESSED*****



CREDIT CARD AUTHORIZATION For Orders & Invoices

REVISED 6-2018

Please fully complete the form. Your transaction / order may be delayed if the form is not correctly filled out.
PLEASE PRINT

I, _____

from the company name _____ Account # _____

hereby authorize The Howard Elliott Collection, Inc to charge my credit card in the amount of

\$_____ for merchandise purchased and shipped/or waiting to be shipped to us for

order / invoice / purchase order # _____.

I am aware that ONLY an In-House Credit for returned items will be issued by Howard Elliott, and that claims for damaged or defective items will be reported promptly to Howard Elliott upon receipt of item(s).

I would like freight to be sent via my 3rd party account. Account # _____ carrier _____
*** Our preferred carriers are FedEx & UPS. Routing instructions are required for alternative shipping methods.

I would like freight to be sent prepaid and added to my merchandise total

I would like this card to be kept on file to use for future orders.

I would like to authorize each transaction. **this could cause a delay in shipping**

Card Type: () MasterCard () Visa () Discover **PLEASE NOTE: WE DO NOT ACCEPT AMERICAN EXPRESS**

Card Number: _____

Expiration Date: _____ Security Code: _____

Name as it Appears on the Credit Card: _____
*** If the name on the card is in the name of a corporation or other business entity, please print the authorized signer's name

Credit Card Billing Address: _____

Cardholders Signature: _____ Date: _____



— THE HOWARD ELLIOTT COLLECTION —

TERMS & CONDITIONS

REVISED 8-2018

Orders

How to place an order:

Online at www.howardelliott.com

- Fax: 630-871-1258
- Email: sales@howardelliott.com
- PHONE ORDERS WILL NOT BE ACCEPTED

Required Information for All Orders:

1. Customer Number: Alphanumeric number including 4 letters and 4 numbers
2. Purchase Order #
3. Ship to Address: *Please note if it is a residential address.*
(NOTE: residential deliveries may incur higher shipping charges)
4. If residential, please indicate whether or not a lift gate will be necessary.
5. Required Date: the date when your shipment must leave our facility. We will make every effort to meet this date.
6. Ship Method & Carrier: Please indicate whether you require expedited shipping. (Expedited shipping will incur additional charges). All shipments will be sent via FedEx/UPS Ground or Freight. If you would like a different carrier, you must provide your 3rd party information.
7. Ship Complete: if you do not indicate that your order must ship complete, we will ship as ready.

Handling Fees:

All orders under \$500 will incur the following handling fees:

- \$10 for shipments via small parcel Fed Ex/UPS.
- \$30 for all LTL Shipments

Shipping:

- Unless otherwise indicated, HEC will determine the most cost effective ship method for your order. Freight rates are determined by the weight and dimensions of each package.
- Residential shipments and those requiring special services will incur additional freight charges. These services must be indicated at the time of the order placement.
- WE DO NOT OFFER WHITE GLOVE DELIVERY
- All shipments originate from our main warehouse in: Addison, IL 60101
- All shipments that require special services such as lift gate at the time of delivery will be subjected to extra fees at the time of invoice. These services must be indicated at the time of the order placement. Failure to do so will result in a second freight invoice.
- LTL shipments will be invoiced at a percentage based on your invoice amount and location. Please ask for the freight program document. NOTE: this does not include accessorial charges
- PLEASE INSPECT ALL SHIPMENTS WHEN

THEY ARRIVE FOR EXACT COUNT AND DAMAGES PRIOR TO SIGNING FOR YOUR PACKAGES. FAILURE TO DO SO MAY RESULT IN DELAY OR DENIAL OF YOUR RETURN/CREDIT REQUEST.

Cancellations:

- ALL cancellation requests need to be received 2 business days prior to the ship date
- Requests made the same day as the ship date will NOT be accepted.
- ALL cancellation requests MUST be submitted in writing via fax: 630-871-1258 or email sales@howardelliott.com.
- Cancellations are confirmed ONLY when HEC replies to cancellation request and confirms the cancellation.
- If cancellation request is made after the shipment of your order, return of the order will be subjected to a 25% restocking fee and shipping charges/fees incurred.

Returns:

ALL RETURNS REQUIRE FACTORY AUTHORIZATION.

- You may request an RA# via email: claims@howardelliott.com or fax 630-871-1258.
- Clearly mark this RA# on your return.
- All products being returned must be shipped in original packaging.
- We recommend that your return package is insured.
- Buyer's remorse returns will incur a 25% re-stocking fee.
- Credits will not be issued for returns that arrive damaged at our facility.

Damaged Returns:

- Please report all damages and shortages within 10 business days of receipt to claims@howardelliott.com or via fax 630-871-1258.
- Our claim forms can be found under the terms section of www.howardelliott.com.
- Please note on the delivery receipt, in the presence of the driver, any visible damage to the product or packaging. If the damage is concealed or not noticed until after the driver has left, please provide the following information:
 - Order #
 - Item #
 - Description of damage
 - Pictures of damage & packaging.
 - Whether or not a Replacement is requested. (A replacement will NOT be sent unless requested.)
- HEC is NOT responsible for filing claims for items damaged shipped via your 3rd party account.
- HEC is NOT responsible for any charges incurred by customer due to 3rd party services used by the customer for storage or delivery of product.

Credits:

- All credits for returns and damaged will be issued in the form of IN HOUSE CREDIT after the merchandise has been inspected by HEC.
- Any requests for refund back to a credit card will incur a 3% processing fee.
- Check requests can take up to 6 weeks to process.

Order Status:

You may check your order status via one of the following methods:

- www.howardelliott.com
- email: sales@howardelliott.com
- phone: 630-871-1122

Payments:

We accept the following forms of payment. Please note that new accounts default to credit card terms unless other terms have been requested.

- Credit cards - we accept MC, VISA and DISCOVER **-we do NOT accept AMEX**
- Check and Wire Transfers- these are considered forms of PREPAYMENT and your order will not be filled until they are received.
- Returned checks will be charged a \$35 fee.
- The parties submit to jurisdiction in the Circuit Court of DuPage County, Illinois as the sole venue to resolve any disputes arising from this agreement.

Terms:

- Qualified customers may be eligible for terms. Please provide credit references in order to be considered.
- Send your credit references via email to kcerrito@howardelliott.com or via fax to 630-871-1258.
- For all payment inquiries, please email kcerrito@howardelliott.com.

Custom Workroom:

- To order a Custom Item, please submit your request via fax (630) 871.1258 or e-mail: sales@howardelliott.com

Office Hours:

- Monday - Friday 8:00am - 5:00pm Central Time

Please sign and date indicating that you have read and understand our terms & conditions:

Today's Date: