

Southern Enterprises Terms & Conditions

- For shipments direct to the consumer, there is a \$3.00 drop-ship fee per carton. This fee is in addition to regular UPS ground charges.
- Orders should be sent to SEI through our electronic order form found on our website at www.SEIDAL.com. To do this, log onto our website using your account # and password. Click on "My Account" on the top right followed by "Submit Orders" on the left menu. After all orders have been submitted you will receive a confirmation email confirming the details of your transaction. (NOTE: To obtain website access, you will need to speak with your account representative to setup a login.)
- While submitting orders via our website, inventory will be checked real time, pricing will be confirmed, and all orders will feed directly into our system for immediate shipment.
- To cancel an order, please email cancel@seidal.com.
- If you wish to apply for Net 30 payment terms, please fill out credit application. If Net 30 terms cannot be extended, orders must be paid in advance (including UPS charges). You are welcome to prepay each order separately, or forward funds to be held in escrow and drawn against to ship orders as they are placed.
- In-stock merchandise normally ships within 1-3 business days. Most retailers ask the consumer to allow 4-6 weeks for delivery. SEI can usually ship within this time frame. If for some reason we are unable to ship on time, you will be notified promptly.
- Inside each carton are easy to follow assembly instructions/hardware lists. These instructions include SEI's toll-free number and advise the consumer to call SEI with any assembly problems or to report missing parts. Missing or damaged parts are sent free of charge via UPS or regular mail within 5-10 business days of the request.
- A product that is returned due to customer dissatisfaction or remorse must be received by SEI within 90 days of purchase and receipt of goods. A request for parts or damage replacement must be received by SEI within 30 days of purchase and receipt of goods.
- Before setting up any new URL's that will sell SEI product, please submit to SEI for approval.
- Customer returns are subject to a 15% refurbishing charge. Return authorization should be obtained in advance. If the consumer refuses delivery or returns merchandise without authorization, SEI will accept the return. Regardless of method of return, you will be credited for the merchandise amount only, less the refurbishing charge. Drop-ship fees and freight charges will not be refunded.
- If return authorization is requested due to damage, SEI will issue a UPS call tag for the merchandise and you will be credited for 100% of the merchandise, drop ship fees, and UPS charges upon return of the merchandise. If you wish to order replacement for damaged unit, replacement will be shipped and invoiced as a new order. The original invoice will be credited upon return of damaged merchandise to SEI.

Company Name: _____ **Date:** _____

Representative Name: _____ **Position:** _____

Authorized Signature: _____



Customer Contact Information

Company Name, Address, City, State, Zip, Phone, Fax, Owner / President, Buyer, Customer Service Contact, AP Contact, EDI/IT Contact

Associated Companies or Shared Ownership

Company's Name, Type of Business

SEI Contact Information

VP of Business Development, Customer Service, Submitting Orders, Accounting, Bulk Closeout Sales, Photography

Company Information

Do you have EDI capability? What email address should we send the stock status update to?

Account URL's*

Multiple lines for URL input

Send Payments To:

Southern Enterprises, Inc. 600 Freeport Pkwy. Suite 200 Coppell, TX 75019



SOUTHERN ENTERPRISES, INC.

600 FREEPORT PKWY. SUITE 200

COPPELL, TX 75019

TOLL-FREE: (800) 633-5096

LOCAL: (972) 869-0111

FAX: (972) 869-4907

CONFIDENTIAL CREDIT APPLICATION

Client Name: _____

Principal's Name: _____

Corporate Name: _____ Fed Tax ID# _____

Address: _____

City, State, Zip: _____

Telephone Number: _____ Fax Number: _____

Year Business Started: _____

CREDIT REFERENCE INFORMATION

Credit References	Street Name & Number	City/State/Zip	Telephone & Fax #s
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

BANK INFORMATION & AUTHORIZATION

	<u>Bank Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Fax #</u>	<u>Acct #</u>
Checking	_____	_____	_____	_____	_____
Checking	_____	_____	_____	_____	_____
Savings/Other	_____	_____	_____	_____	_____

I authorize Southern Enterprises, Inc. to obtain information requested pertaining to our account from _____ Bank.

Authorized Signature: _____