

# ARTERIOR S

Thank you for choosing Arteriors! In order to open an account please fill out this new customer application **completely** and return it to Arteriors.

The application is a fillable PDF. You may either print it out & fax it to 214.483.7485 or 972.488.9898 or you may complete it electronically by filling out the fields highlighted in blue.

If you choose to fill the file out electronically you will need to complete the following steps & email it back to Arteriors: *(the steps below show you how to complete and email a fillable PDF. The steps below may be skipped if you are familiar with filling out a fillable PDF and emailing it.)*

1. Before completing the application, **save** the application form (PDF format) to a drive or location on your computer (e.g., Local Disk (C:), *My Documents* folder). The **Save button** provided on the form will open a **Save As** dialog box, which will allow you to save the application to a desired location on your computer. If viewing the form in a built-in PDF viewer (e.g., Chrome, FireFox), **right-click** the PDF and select **Save as** or **Save Page As**. Make sure the **Save as type** is set to **Adobe Acrobat Document (\*.pdf)**. *Note the **file name** and **location** of the saved file.*
2. Once you have saved the form to your computer, you are ready to complete the form. Please be advised that the fillable PDF forms will not automatically save. It is strongly recommended that you periodically save data entered into a form by using the Save button on the form, or by clicking **File > Save** (or **Save As**) on the Adobe Reader menu bar. Use the same file name and location from the previous step. After you have completed the form, save a final version of the file to your computer.
3. Create an email addressed to [CustomerCare@arteriorshome.com](mailto:CustomerCare@arteriorshome.com), Attach the form and hit send.

Once you have been approved, and an account has been opened you will be contacted with your customer/account identification and website log in information. Please feel free to contact us with any questions at 800.338.2150.

**Thank you again for choosing Arteriors, we look forward to doing business with you!**

Sincerely,

Arteriors Client Support



LIGHTING



FURNITURE



ACCESSORIES



WALL



GUEST DESIGNERS

# ARTERIORS

1745 Hayden Drive, Suite 100  
Carrollton, TX 75006  
Ph: 1 (800) 338-2150  
[www.arteriorshome.com](http://www.arteriorshome.com)

## New Client Application

### Client Information:

Business Name: \_\_\_\_\_

Email: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Website / URL: \_\_\_\_\_

### Tax Resale Information:

Arteriors is required by law to obtain and hold on file a copy of resale certificate and/or business license documents to validate your business registration.

Please click on one (or all) of the states below to download a copy of the required resale certificate. Please submit a signed copy of all resale certificates that apply to your business. **(Please note that clicking on a link below will open a drop box website. You DO NOT have to create an account. You may click the (X) in the pop up to close the sign up, this will allow you to view the link.)**

<a href="#">AK</a>	<a href="#">CO</a>	<a href="#">HI</a>	<a href="#">KS</a>	<a href="#">MA</a>	<a href="#">MT</a>	<a href="#">NM</a>	<a href="#">OK</a>	<a href="#">SD</a>	<a href="#">VA</a>	
<a href="#">AL</a>	<a href="#">CT</a>	<a href="#">ID</a>	<a href="#">KY</a>	<a href="#">MI</a>	<a href="#">NE</a>	<a href="#">NY</a>	<a href="#">OR</a>	<a href="#">TN</a>	<a href="#">WA</a>	
<a href="#">AR</a>	<a href="#">DE</a>	<a href="#">IL</a>	<a href="#">LA</a>	<a href="#">MN</a>	<a href="#">NV</a>	<a href="#">NC</a>	<a href="#">PA</a>	<a href="#">TX</a>	<a href="#">WV</a>	
<a href="#">AZ</a>	<a href="#">FL</a>	<a href="#">IN</a>	<a href="#">ME</a>	<a href="#">MS</a>	<a href="#">NH</a>	<a href="#">ND</a>	<a href="#">RI</a>	<a href="#">UT</a>	<a href="#">WI</a>	
<a href="#">CA</a>	<a href="#">GA Drop Ships</a>	<a href="#">GA Residents</a>	<a href="#">IA</a>	<a href="#">MD</a>	<a href="#">MO</a>	<a href="#">NJ</a>	<a href="#">OH</a>	<a href="#">SC</a>	<a href="#">VT</a>	<a href="#">WY</a>

### Shipping Information:

In the continental United States, we ship via the best ground rate. This option is charged at a percentage of total order size, with the percentage varying on the ship-to location as well as the size of the order. These percentages start at 13% of order value (for orders over \$2,000), and increase depending on shipping distance from Dallas.

SHIPPING RATES by TERRITORY	\$2001 +	\$1001-2000	\$350-1000
Southeast - AL, AR, FL, GA, KY, IA, MS, NC, OK, SC, TN, TX	13%	15%	17%
Mid-Atlantic - DC, DE, IL, IN, MD, MI, OH, VA, WI, WV	15%	17%	19%
Midwest - IA, KS, MO, ND, NE, SD, MN	15%	17%	19%
Northeast - CT, MA, ME, NH, NJ, NY, PA, RI, VT	15%	17%	19%
Northwest - ID, MT, OR, WA, WY	15%	17%	19%
Southwest - AZ, CA, CO, NM, NV, UT	13%	15%	17%

**For Canada, Only:**

Province	\$8,001 & Greater	\$4,001 - \$8,000	\$2,001 - \$4,000	\$1,001 - \$2,000	\$501 - \$1,000	\$0 - \$500
Manitoba	11%	14%	16%	18%	20%	23%
Ontario	8%	11%	14%	17%	19%	23%
Saskatchewan	11%	14%	16%	18%	20%	23%
Quebec	8%	11%	14%	17%	19%	23%
Alberta	10%	13%	16%	19%	22%	25%
British Columbia	10%	13%	16%	19%	22%	25%

In efforts to make the shipping process as easy as possible, Arteriors asks that all Canadian customers provide brokerage information when setting up a new account.

Brokerage Name: \_\_\_\_\_ Brokerage Phone No: \_\_\_\_\_

**For all Clients:**

If your shipping address differs from your billing address, please provide information below. A \$25.00 drop ship fee will be applied to any drop ship orders. Truck-ship orders delivered to residential address are subject to additional residential and lift gate fees in addition to drop ship fees. Any extended services, such as white glove and inside delivery, may be requested and are also subject to additional fees.

Ship to Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

**Accounts Payable Information**

Contact Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

**Tell Us More About You!**

How did you hear about Arteriors? \_\_\_\_\_

**Which of the following best describes you?**

- |  |  |                                      |
|--|--|--------------------------------------|
| <input type="checkbox"/> Retail Store                      | <input type="checkbox"/> Set Designer                      | <input type="checkbox"/> Purchasing  |
| <input type="checkbox"/> Architect                         | <input type="checkbox"/> Lighting Showroom                 | <input type="checkbox"/> Procurement |
| <input type="checkbox"/> Interior Designer                 | <input type="checkbox"/> Electrical Distributor / Supplier | <input type="checkbox"/> Consumer    |
| <input type="checkbox"/> Interior Designer with storefront | <input type="checkbox"/> Internet Reseller / E-Commerce    | <input type="checkbox"/> Student     |
| <input type="checkbox"/> To-the-Trade Showroom             | <input type="checkbox"/> Contract / Hospitality Designer   |                                      |

**Payment Information:**

All first-time orders must be prepaid prior to shipping. Arteriors accepts all major credit cards and checks. If you would like to set up terms for future orders, please contact Arteriors for a Credit Application. Credit terms are based on approval.

**Terms and Conditions:**

On following pages, you will be provided with a copy of our terms and conditions. By signing below you are agreeing that you have read and understand the stated terms and conditions.

X \_\_\_\_\_ Date: \_\_\_\_\_  
Signature

By checking this box and typing my name above; I acknowledge that I am electronically signing and agreeing to Arteriors Terms & Conditions.

# ARTERIOURS

## Credit Card Authorization Form

### Order Information:

Date:	
Account Name:	
Account Id:	
Vendor Name:	
Order Number:	

### Credit Card Information:

(please note credit cards will be kept on file until ALL back orders are filled)

Name On Credit Card:			
Type Of Credit Card:	Visa	America Express	Master Card
Credit Card Number:		Exp. Date:	
Credit Card Billing Address:			
Credit Card Id: (see below)			
Do you want to keep on file for future orders:			

Signature: X \_\_\_\_\_

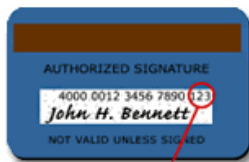


Card ID #

#### Amex Requirements

##### Card Identification # REQUIRED

4 digit, non-embossed number printed above your account number on the face of your card. This number is recorded as an additional security precaution.



Card ID #

#### Visa Requirements

##### Card Identification #

3-digit, non-embossed number printed on the signature panel on the back of the card immediately following the Visa card account number. This number is recorded as an additional security precaution.



Card ID #

#### MasterCard Requirements

##### Card Identification #

3-digit, non-embossed number printed on the signature panel on the **back** of the card.. This number is recorded as an additional security precaution

# ARTERIORs

## Terms & Conditions

### PLACING ORDERS

Orders can be placed 24 hours a day via our website [www.arteriorshome.com](http://www.arteriorshome.com), faxing to 972-692-8343 or emailing [sales@arteriorshome.com](mailto:sales@arteriorshome.com). Questions or other inquiries, please contact customer service, toll free at 877.488.8866 or email [Customerservice@arteriorshome.com](mailto:Customerservice@arteriorshome.com).

Orders written as HFC (Hold for confirmation) at markets or with a rep will remain valid for 90 days unless a future ship date is specified. HFC's are entered as quotes and will be cancelled without notification in 90 days.

### PRICING

All pricing is determined by qualification of customer, wholesale/stocking retailer, designer net/non-stocking designer, and list/retail. Orders are F.O.B. Dallas, Texas and are subject to change without notice.

**DESIGNER NET** – Non stocking dealer pricing is 50% off list plus freight. There are no required minimums when purchasing at Designer Net pricing. A valid resale tax certificate and business card along with the credit card authorization sheet is required to purchase from ARTERIORs home. The credit card authorization form is available on our website at [www.arteriorshome.com](http://www.arteriorshome.com) or upon request from Customer Service.

### WHOLESALE/STOCKING DEALER

Retailers with a store front location in a commercial delivery area can qualify for wholesale pricing plus freight by meeting our minimum opening order. A valid resale certificate, company letterhead, business card, and sales rep verification of store front along with the credit application and credit card authorization form is required to purchase at wholesale pricing from ARTERIORs home. The credit application and

credit card authorization form is available on our website at [www.arteriorshome.com](http://www.arteriorshome.com) or upon request from Customer Service. The minimum opening order for wholesale accounts is \$1000.00 with a \$350.00 reorder minimum (\$50 fee added to below minimum orders). All first orders require payment via credit card with consideration for terms extended with the submission of five credit references on the credit application. You will be notified via email of your account code, username and password upon processing. No opening orders will be accepted below the minimum.

### ORDER PROCESSING & SHIPPING TERMS

All first orders must be paid via credit card and submitted with the credit card authorization form. Orders must have the account name, billing address and ship to address clearly shown. Credit cards are charged at the time of shipment. We accept Visa, MasterCard, and American Express. No COD shipments are accepted. ARTERIORs home ships F.O.B. our Dallas, Texas warehouse with freight added to the invoice. Unless advised by the purchaser, AH will determine the appropriate shipping mode and carrier. Product shipping is based on availability, with in stock goods shipping in five to ten working days. To facilitate the customer's determination of freight costs, the schedule below of freight percentages will be used.

### EXPEDITE SHIPMENTS

Shipments which require shipping within three business days of order receipt are subject to an "expedite fee" in addition to applicable freight charges based on order value. Order values from \$100.00 to \$1500.00 designer net will be charged a \$50.00 expedite fee. Order values \$1500.00 - \$3000.00 designer net pricing will be charged 10% expedite fee. Orders over \$3001.00 designer net pricing will be charged 15% to expedite. This fee will guarantee the order will be ready FOB Dallas within three business days of ARTERIORs home acknowledgement of the order. Failure to meet this shipping window will result in freight charges being paid by AH.

### SHIPPING RATES by TERRITORY

	\$2001 +	\$1001-2000	\$350-1000
SOUTHEAST - AL, AR, FL, GA, KY, IA, MS, NC, OY, SC, TN, TX	13%	15%	17%
MID Atlantic - DC, DE, IL, IN, MD, MI, OH, VA, WI, WV	15%	17%	19%
MIDWEST - IA, KS, MO, ND, NE, SD, MN	15%	17%	19%
NORTHEAST - CT, MA, ME, NH, NJ, NY, PA, RI, VT	15%	17%	19%
NORTHWEST - ID, MT, OR, WA, WY	15%	17%	19%
SOUTHWEST - AZ, CA, CO, NM, NV, UT	13%	15%	17%

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# Terms & Conditions

## **DROP SHIPMENTS**

For any orders not shipped directly to the "sold to" customer's place of business, warehouse, or commercial job site/receiver, a \$25.00 drop ship charge will be applied to the invoice in addition to the applicable freight charges for each "ship to" address. This does not preclude applicable accessorial charges added by the freight carrier to include call before delivery, lift gate, and residential delivery charges which can be applied based on carrier requirements.

## **CUSTOMER SERVICE**

For questions about the status of an order, availability, sizes or finishes, please call 877.488.8866 from 8:00AM to 6:00PM CST to speak to your customer service representative.

## **DAMAGES & SHORTAGES**

ARTERIOR home inspects and carefully packs your order before shipping with every effort made to ensure it arrives in the best possible condition. All shipments should be inspected immediately on arrival with all exceptions noted on the delivery receipt at time of delivery by the carrier. All CLAIMS FOR DAMAGE AND OR SHORTAGE MUST BE MADE WITHIN 72 HOURS OF RECEIPT OF THE MERCHANDISE. Digital photographs of damaged goods and boxes will be required for replacement of damaged goods. Save all damaged cartons until any claim with the carrier is settled.

## **RETURNS**

Any return must be authorized in writing in advance by ARTERIOR home. Unauthorized returns will not be accepted. A 25% restocking fee will be assessed on all returns without prior authorization or for goods not deemed defective. It is the purchaser's responsibility to properly package authorized returns to prevent damage. Authorized returns arriving damaged due to poor packing will not be credited to the return customers account. All authorized returns should be sent to: ARTERIOR home, 4430 Simonton Road, Dallas, Texas 75244.

## **BACKORDERS**

Every effort is made to ship orders quickly and as complete as possible, but on occasion items will be backordered based on availability. As such items become in stock, we will ship without notice.

## **LIMITED WARRANTY**

ARTERIOR home warrants its products for one year from date of sale against defects in materials and workmanship.

## **DISCLAIMER**

All products in the ARTERIOR home collections are handcrafted by artisans and craftsmen all over the world. Small irregularities in shapes, surfaces, and finishes are hallmarks of such craftsmanship and should not be considered defects. The actual items may vary in color from the

photographs within our catalogs and sales cards. Specifications of individual items are subject to change and may differ slightly from those shown or stated.

## **CERTIFICATIONS: UL,CUL,NOM/ANCE & CE**

All electrical products in the ARTERIOR home collections are designed and engineered to meet the safety standards of the Underwriter's Laboratory and bear the UL/CUL label for the United States and Canada. Copies of this certification are available upon request.

All electrical products in the ARTERIOR home collections are designed and engineered to meet the safety standards of the NOM/ANCE requirements for product sales within the country of Mexico and can be labeled upon request as such. Copies of this certification are available upon request.

Many portable lighting products in the ARTERIOR home collections can be manufactured to meet International standards for CE markings. Please contact the Customer Service Manager at 877.488.8866 ext 155 for further information, cost determination, and minimum order quantities.

## **M a P P & I M a P P POLICY MAPP**

Manufacturer's agreed pricing policy, and **IMAPP**, internet manufacturer's agreed pricing policy for all customers has adopted and is applicable as of January 1, 2012 with respect to suggested pricing through advertising or promotion of product from ARTERIOR home.

**MaPP & IMaPP** is computed by taking ARTERIOR home list/retail price x .80

Example: \$100.00 – list price per ARTERIOR home price list  
\$80.00 – **MaPP & IMaPP** pricing

Each customer has the ability to set pricing within their basis of business. However, a customer may not advertise or promote ARTERIOR home products in print or over the internet at a NET price (price paid net of promotion or advertised specials) that is less than the **MaPP** or **IMaPP** policy set forth above. This policy also includes selling to another party who advertises or otherwise promotes ARTERIOR home products over the internet.

Violation of this policy will result in ARTERIOR home requesting the customer to cease and desist in said advertising or promotion. Additionally, ARTERIOR home will discontinue accepting orders and or shipping orders for said customer. If, at any time, the Arteriors home IMAPP policy is broken, all orders in place to be shipped, will be held for 30 days. Interpretation and application of this policy and all matters related to enforcement of this policy shall remain with the executive management of ARTERIOR home.