

This is a list of the forms included in your packet. Please read carefully and fill them out completely. We have designated New Account Specialist, Josefina Castor, to assist you through each step in our application process. Please contact her directly with any questions or concerns at (562) 808-8198.

Confidential Credit Application	Pg 1
Uniform Sales & Use Tax Exemption/Resale Certificate	Pg 2
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Trade and Bank Reference Sheet	Pg 4
Authorization to Obtain Personal Credit Information	Pg 5
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Application can also be processed through regular process by fax the completed forms to (562) 808-8113, Attention: Josefina Castor/New Accounts.

Once we have successfully received and processed your application. We will contact you with your account number and account contact sheet. If you have any questions, please do not hesitate to contact us at the Polytec® Shutters Corporate toll free number below

1-800-808-9018

Commercial Sales

Tom Dworkin
Barry Albert

Direct Number

818-203-8022
562-292-1117

Email

tdworkin@yahoo.com
barry_albert@tachen.com

Sales Coordination

Karl vonHoffmann

800-808-9018

karl_vonhoffmann@tachen.com

Contract Division Vice President

Dean Crumrine

562-708-6057

dean_crumrine@tachen.com

Operation Managers

Wanda Weaver
Judy Wang

562-808-8158
562-808-8095

wanda_weaver@tachen.com
judy_wang@tachen.com

NEW APPLICATION CHECK LIST COVER SHEET

Company Name _____

Sales Representative _____

Total Pages _____ excludes this check list cover sheet

☐ Confidential Credit Application

☐ Photo copy of Seller's Permit

☐ Sales Tax Rules and Regulation *Provide one of the following*

A. Uniform Sales & Use Tax Exemption/Resale Certificate Multijurisdiction Form

This form is to be used by all customers based in the states listed below or who are selling into these states (AL, AR, AZ, CO, CT, DC, FL, GA, HI, IA, ID, IL, KS, KY, MD, ME, MI, MN, MO, NC, ND, NE, NJ, NM, NV, OH, OK, PA, RI, SC, SD, TN, TX, UT, VT, WA, WI)

B. California Resale Certificate

This form is to be used by all customers located in CA and to sell within CA

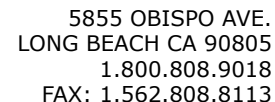
C. State Sale Tax Certificate of Exemption

If your state is not listed above then you must provide your state's Tax Certificate Of Exemption.

☐ Trade and Bank Reference Sheet

☐ Authorization to Obtain Personal Credit Information

☐ Master Sales Agreement and Policy Statement



LEGAL BUSINESS NAME:

DBA:

PHONE:() FAX:()

ADDRESS: _____

Street City State Zip Code

☐ Shipping Address - Residential ☐ Shipping Address - Commercial

If the shipping address is different from the above billing address, please advise Shipping Address below

Street	City	State	Zip Code
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APPLYING TERM: ☐ Net 15 (Bank Reference₁, Trade reference₂, and Credit Check Authorization₃ are Required)

☐ C.O.D. 2 (Bank Reference₁, Trade Reference₂, and Credit Check Authorization₃ are Required)☐ C.O.D. 1(Company/Personal Check Prohibited)☐ C.I.A (Company/Personal Check Prohibited, 100% Deposit is Required)

FEDERAL TAX I.D.NO.:

RESALE CERTIFICATE NO.: _____ Must provide photo copy to validate application

SELLER'S PERMIT NO.: _____ Must provide photo copy to validate application

DUN & BRADSTREET NO.:

CONTACT PERSON: TITLE:

PHONE: () FAX: ()

E-MAIL: _____ CELL: () _____

☐ I am interested in archive credit card/ACH on file for auto/consent charge toward deposit/balance

1. Bank References: Refer to Page 3
2. Trade References: Refer to Page 3
Please provide at least 3 trade references from whom purchases are made on a direct credit basis.
3. Credit Check Authorization: Refer to Page 4

I have read, understand and accept the above terms and have provided true information to the best of my knowledge. I further authorize Ta Chen International, Inc. to verify any and/or all references given that may be required to determine our credit capabilities and to request relevant information from credit report agencies. This agreement was made in Long Beach, CA and any dispute or litigation resulting from these transactions will be filed in this jurisdiction should it be to pay 25% collection fee, reasonable attorney fee and court cost.

APPLICANT: _____

SIGNATURE TITLE DATE

We will not be able to process your application without a valid signature.
All information submitted will be held in strict confidence and used solely for reference purpose within our company.

UNIFORM SALES & USE TAX EXEMPTION/RESALE CERTIFICATE — MULTIJURISDICTION

The below-listed states have indicated that this certificate is acceptable as a resale/exemption certificate for sales and use tax, subject to the notes on pages 2 — 4. The issuer and the recipient have the responsibility to determine the proper use of this certificate under applicable laws in each state, as these may change from time to time.

Issued to Seller: Ta Chen Internatioal INC DBA Polytec Shutters

Address: 5855 Obispo Ave, Long Beach. CA 90805

I certify that:

Name of Firm (Buyer): _____

Address: _____

is engaged as a registered

☐ Wholesaler

☐ Retailer

☐ Manufacturer

☐ Seller (California)

☐ Lessor (see notes on pages 2—4)

☐ Other (Specify) _____

and is registered with the below-listed states and cities within which your firm would deliver purchases to us and that any such purchases are for wholesale, resale, or ingredients or components of a new product or service¹ to be resold, leased, or rented in the normal course of business. We are in the business of wholesaling, retailing, manufacturing, leasing (renting) selling (California) the following:

Description of Business: _____

General description of tangible property or taxable services to be purchased from the Seller: Window Coverings

State	State Registration, Seller's Permit, or ID Number of Purchaser	State	State Registration, Seller's Permit, or ID Number of Purchaser
AL ¹	_____	MO ¹⁶	_____
AR	_____	NE ¹⁷	_____
AZ ²	_____	NV	_____
CA ³	_____	NJ	_____
CO ⁴	_____	NM ^{4,18}	_____
CT ⁵	_____	NC ¹⁹	_____
DC ⁶	_____	ND	_____
FL ⁷	_____	OH ²⁰	_____
GA ⁸	_____	OK ²¹	_____
HI ^{4,9}	_____	PA ²²	_____
ID	_____	RI ²³	_____
IL ^{4,10}	_____	SC	_____
IA	_____	SD ²⁴	_____
KS	_____	TN	_____
KY ¹¹	_____	TX ²⁵	_____
ME ¹²	_____	UT	_____
MD ¹³	_____	VT	_____
MI ¹⁴	_____	WA ²⁶	_____
MN ¹⁵	_____	WI ²⁷	_____

I further certify that if any property or service so purchased tax free is used or consumed as to make it subject to a Sales or Use Tax we will pay the tax due directly to the proper taxing authority when state law so provides or inform the Seller for added tax billing. This certificate shall be a part of each order that we may hereafter give to you, unless otherwise specified, and shall be valid until canceled by us in writing or revoked by the city or state.

Under penalties of perjury, I swear or affirm that the information on this form is true and correct as to every material matter.

Authorized Signature: _____

(Owner, Partner, or Corporate Officer)

Title: _____

Date: _____

California Resale Certificate

I HEREBY CERTIFY:

1. I hold valid seller's permit number: _____

2. I am engaged in the business of selling the following type of tangible personal property:

3. This certificate is for the purchase from _____ of the item(s) I have
listed in paragraph 5 below. [Vendor's name]

4. I will resell the item(s) listed in paragraph 5, which I am purchasing under this resale certificate in the form of tangible personal property in the regular course of my business operations, and I will do so prior to making any use of the item(s) other than demonstration and display while holding the item(s) for sale in the regular course of my business. I understand that if I use the item(s) purchased under this certificate in any manner other than as just described, I will owe use tax based on each item's purchase price or as otherwise provided by law.

5. Description of property to be purchased for resale:

6. I have read and understand the following:

For Your Information: A person may be guilty of a misdemeanor under Revenue and Taxation Code section 6094.5 if the purchaser knows at the time of purchase that he or she will not resell the purchased item prior to any use (other than retention, demonstration, or display while holding it for resale) and he or she furnishes a resale certificate to avoid payment to the seller of an amount as tax. Additionally, a person misusing a resale certificate for personal gain or to evade the payment of tax is liable, for each purchase, for the tax that would have been due, plus a penalty of 10 percent of the tax or \$500, whichever is more.

NAME OF PURCHASER

SIGNATURE OF PURCHASER, PURCHASER'S EMPLOYEE OR AUTHORIZED REPRESENTATIVE



PRINTED NAME OF PERSON SIGNING

TITLE

ADDRESS OF PURCHASER

TELEPHONE NUMBER

()

DATE

Company Name: _____

Contact: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Trade Reference

Company Name: _____ Contact: _____

Phone: _____ Fax : _____

Company Name: _____ Contact: _____

Phone: _____ Fax : _____

Company Name: _____ Contact: _____

Phone: _____ Fax : _____

Bank Reference

Bank Reference: _____ Account Number: _____

Phone: _____ Fax : _____

AUTHORIZED BY

PRINT NAME SIGNATURE DATE

AUTHORIZATION TO OBTAIN CREDIT INFORMATION

1. By placing my signature on this page, I authorize Ta Chen International, Inc., a California corporation* ("Ta Chen") to obtain a credit report or other credit information on myself and business from any credit reporting agency or agencies as Ta Chen my choose.
2. I authorize and instruct any credit reporting agency to release my credit report and disclose all relevant credit information to Ta Chen when requested to do so. This authorization is made in connection with my application for credit with Ta Chen and their firm offer of credit for the sale of products to me. I further state that I have not elected to have my name excluded from lists of names provided by the consumer credit reporting agency for the purpose of reporting in connection with the potential issuance of firm offers of credit.
3. This Authorization is valid for multiple inquiries and will remain in effect until revoked by me in writing. I agree that I may not revoke this Authorization while I am indebted to Ta Chen for any amount.
4. I certify that the information that I have provided on this page is true and correct. A photocopy or facsimile copy of this authorization shall be as valid as the original.

Date: _____

Signature: _____

Printed Name: _____

Home Address: _____

Phone No.: _____

Social Security No.: _____

Drivers License No.: _____

State of Issuance: _____

Master Sales Agreement and Policy Statement

Mission Statement

Our goal is to exceed expectations in our products and service for each and every order that we receive. Through our relentless aspiration to deliver the most technologically advanced products supported by an industry leading sales and customer service team at competitive prices, Polytec® Shutters strives to create long term value through building mutually beneficial relationships with our customers, partners and employees.

New Account

A valid seller's permit and resell certificate are required before registering as a new account. New accounts are automatically established on a C.I.A. **basis until credit is approved. Our term for approved open accounts is NET 15 on the balance only. Deposits are required on all contracts. E-mail addresses and internet access are strongly recommended since a vast amount of Polytec® Shutter's processing tasks are available for viewing on-line.

** See Payment Methods

Order Forms

Polytec® Shutters will only accept orders made on the latest version of our order form. These order forms must be filled out completely, legibly and signed. Any incomplete forms or orders on non-approved order forms will not be processed and may delay your shipment. Order forms are available for download at www.polytecshutters.com.

Terms and Conditions:

1. A 50% deposit is required on all orders except for accounts under C.I.A. terms, which require a 100% deposit.
2. Polytec® Shutter's acceptance of Customer's order is first subject to its receipt of the required deposit and information, as the case may be.
3. Time of production is also calculated from the date of its receipt of the required deposit and information.
4. All invoices must be paid in full. Discrepancies are to be filed through our customer service department.

5. Any unauthorized short paid will result in credit hold of your account immediately.
6. Upon Polytec Shutter's discretion, personal guaranties may be required before Polytec Shutters accepts any Customer's order. Any affected Customer will be advised if such a guaranty is necessary.
7. Polytec Shutters reserves the right to reject any order and for any reason, including but not limited to the termination by any guarantor of his guaranty. Customer's submission of an order with the appropriate deposit is not an assurance the Customer's order will be accepted. Polytec Shutters will deliver to Customer written notice of the rejection of Customer's order via fax or e-mail.

Payment Methods

The acceptable payment methods are different depending on account payment terms. The different payment terms consist of C.I.A., C.O.D. 1, C.O.D. 2, and Net 15.

1. C.I.A. – Limited Payment Methods Accepted

C.I.A accounts require 100% deposit up front with payment by

- a) Credit Card
- b) Cashier's Check
- c) Money Order

Other payment methods other than the types listed above are not acceptable for C.I.A. orders.

2. C.O.D. 1 – Limited Payment Methods Accepted

C.O.D. 1 accounts require 50% deposit on all orders prior to manufacturing C.O.D balance must be paid upon will call or local delivery. Payment commitment is required prior to scheduling LTL shipping or installation appointment. The following limited payment methods are accepted:

- a) Credit Card
- b) Cashier's Check
- c) Money Order

Payment with Credit Card will be subject to pre-authorization.

Actual charge or cash payments will be processed at the date of installation or LTL shipping.

3. C.O.D. 2 – All Payment Methods Accepted

C.O.D. 2 accounts require 50% deposit on all orders prior to manufacturing C.O.D balance must be paid upon will call or local delivery. Payment commitment is required prior to scheduling LTL shipping or installation appointment. The following payment methods are accepted:

- a) Credit Card
- b) Cashier's Check
- c) Money Order
- d) ACH Check
- e) Personal Check
- f) Company Check

Actual charge or cash payments will be processed at the date of installation or LTL shipping.

4. Net 15 – All Payment Methods Accepted

Net 15 accounts require 50% deposit on all orders prior to manufacturing and balance payment within 15 days of invoice date with

- a) Credit Card
- b) Cashier's Check
- c) Money Order
- d) ACH Check
- e) Personal Check
- f) Company Check

Any non-sufficient fund (NSF) returned check will result a \$25 NSF fee and the payment terms will be changed to C.I.A. Customers must provide correct account information for ACH checks processing. For any fees that result from wrong account information, there will be an additional \$25 processing fee charged to your account.

Revision/Cancellation Policy

Any changes or modifications to an order or request must be in writing and faxed to Polytec Shutters. Polytec Shutters will not accept any oral or verbal changes or modifications to an order. Changes or modifications to an order will only be accepted before the production of the order commences. A \$150 fee will be applied for any changes or modifications made to an order after the Sales Order is created and before the commencement of production of the order.

As all orders are custom made to the specific requirements of the Customer, the cancellation of any order, where the deposit has not yet been paid is subject to a \$150 cancellation fee for each cancelled order, provided, however, that written cancellation is received by Polytec Shutters before production of the order commences. If production of the order has commenced, Customer shall remain liable for payment of the cancelled order in full.

All deposits are non-refundable. Cancellations are required in writing and must be faxed to Polytec Shutters. As all orders are custom made to the specific requirements of the Customer, the cancellation of any order requiring a deposit will not terminate Customer's obligation to Polytec Shutters and Customer shall remain liable for payment of the cancelled order in full.

Shipping/Freight Policy

Polytec Shutters offers local delivery in limited areas via its own trucks. All other deliveries will be

made via motor freight. Please check with your sales representatives for the delivery rates. Polytec® Shutters does not personally deliver to the end user's home due to liability concerns.

Polytec® Shutters ships shutters outside of the limited areas described above by motor freight due to UPS size and package limitations. Please check with your sales representatives for the delivery rates. Orders with a C.O.D. balance require a payment commitment prior to scheduling delivery with the motor freight carrier. Payment will be processed on the date order ships out.

Special Delivery/Service Surcharges via Motor Freight may consist of the following:

1. Delivery to a residential address. \$35.00 for areas serviced by Saia. \$65.00 for areas not serviced by Saia*.
2. Lift Gate Service. \$35.00 for areas serviced by Saia. \$65.00 for areas not serviced by Saia*.
3. Delivery Notification. No charge for areas serviced by Saia. \$35.00 for areas not serviced by Saia*.
4. Missed Delivery / Re-Delivery. \$72.00.
5. Re-Route. If a Customer requests a shipment to be re-routed to another location this will result in a re-route fee of \$75 plus additional freight charges.
6. If a Customer requests that a carrier hold their shipment this will result in a Storage Fee. The amount of the fee will depend on the length of time the shipment is held.

* The following states are not service by Saia: AK, CT, DC, DE, HI, MA, MD, ME, MT, NH, NJ, NY, PA, RI, VT, WV, and WY.

Storage Fees

Storage Fees

If the finished product is not picked up within 3 weeks from the ready date, a 5% storage fee of the total invoice amount will be applied.

Disposal Fee

If the product is not picked up within 8 weeks from the ready date, the product will be disposed at Customer's expense (\$150) and the Customer is responsible for the full invoice amount.

Shortage, Damage and Non-conforming Merchandise

All shipments must be checked carefully for damage and piece count upon receipt. Shortage or damages on motor freight shipments are recipient's responsibility. If packages are damaged due to the shipment, refuse the damaged package. Polytec® Shutters will file claims for all refused shipments. If damaged packages are accepted, carrier must be notified for an immediate inspection. It is imperative to keep all cartons and packaging material in which the order was shipped until after carrier inspection. Any shortage or damage must be noted on the bill of lading before signing.

In any claim of shortage, damage, and non-conforming merchandise, Customer must contact Polytec Shutters customer services for a Material Return Authorization (MRA) number and further instruction.

Do not install damaged or incorrect shutters. Polytec Shutters will not honor any damaged or incorrect claims once the product is installed. If Polytec Shutters is not notified of any damaged or missing boxes within 10 days of delivered shipment, the Customer assumes all responsibility for any replacement.

Remake/Repair Claims & Policies

1. Do not install damaged or incorrect shutters. Polytec will not honor any damaged or incorrect claims once the product is installed. Polytec Shutters will repair or replace, at its sole discretion, the defective components.
2. Polytec Shutters reserves the right to call back the original items for inspection.
3. Polytec Shutters reserves the right to decide how the product will be remade or repaired.
4. Returning shutters without Material Return Authorization (MRA) number will be rejected and returned at Customer's cost.
5. The standard lead-time of remakes or repairs for Polytec is one week.
6. Customer is responsible for the shipping freight when the remake/repair is due to Customer's fault.
7. Material Return Authorization (MRA) Number: Material return authorization number can be obtained via local branch customer service or call 1-800-808-9018 (dial Option 1 for Customer Service). Polytec Shutters customer services agents will immediately issue a MRA number for your reference and future correspondence and respond within 2 working days with a case status.
8. Claim Supporting Documentation: Claim cases require claim statement from the Customer and/or digital pictures to support the claim statement.
9. Open Claim Validation: Open claim without Customer response will be closed after 1 month of the initial filed date. Further claim on the same issue and opening will not be processed.

Polytec Shutters Full Service Installation Program (limited areas only)

To initiate an order with installation, the Customer must completely fill out a Measure Request form, sign, and submit by faxing to the respective Polytec Shutters branch. Polytec Shutters is not required to select frame, color, louver size or any other cosmetic detail with the end user. The Customer may be responsible for additional costs associated with additional consultation requirements when aforementioned details are not indicated on the measure form.

Polytec® Shutters employees are responsible for product measurements, panel configurations, and ensuring that the order is placed within the parameters defined by the engineering specifications. Polytec® Shutters will confirm the details of the order with the end user at the time of the measure if the Customer is not present, and may suggest any changes needed if the selected options will not function properly.

The finalized order form will be faxed to the Customer for their authorization signature. Upon receipt of Sales Order Confirmation, the Customer is responsible for submitting a 50% deposit to start the manufacturing process. Order confirmations are sent via fax or e-mail. If the Customer does not have dedicated fax line, there may be a delay in receipt of confirmations.

C.O.D. balance of an installation order requires a payment commitment to be made prior to scheduling the installation appointment with end user. The payment commitment can be made according to the payment terms listed in the Payment Methods section of this Master Sales Agreement and Policy Statement.

Installation order C.O.D. 2 balance payment commitment made by check - Polytec® Shutters must receive the check prior to installation appointment scheduling. Installation order C.O.D. 2 balance payment commitment made by ACH check - ACH check payments must be received by Polytec® Shutters prior to installation appointment scheduling and will be processed on the day of the installation. Installation order C.O.D. balance commitment made by Credit Card - C.O.D. orders are subject to a Credit Card pre-authorization approval prior to installation appointment scheduling. C.O.D. 2 orders must submit credit card information prior to installation appointment scheduling. C.O.D. Balance for installation order will be charged on the day of the installation.

The end user or Customer must be present to acknowledge the condition of the shutters as installed and must acknowledge the installation completion by written acknowledgement.

Self-Measured Installation Program - Limited to areas where Polytec® offers dealer Training Seminars

Polytec's Self-Measure Installation Program is strictly limited to customers who attend our Dealer Training Seminars and receive qualification self-measuring by one of our in-house installers / trainers executives.

A qualified self-measure customer may place self-measured installation orders with Polytec® Shutters via our online web order system only. Polytec® Shutters will not be responsible for our customer's design errors, order errors, measure errors or any other errors created by our customers. All of Polytec's other policies and regulations pertaining to our full service turnkey installation will fully apply to our self-measure installation orders.

Waiver of Liability on Inside and Semi-Inside Mount Applications:

Inside or semi-inside mount frames may hinder the removal of window or interior screens for cleaning and maintenance purposes. The retailer has the responsibility to disclose these limitations to the end user at the time of sale and waives Polytec® Shutters of any liabilities if the inside / semi-inside mount application is deemed unacceptable to the end-user after installation (regardless of whether measure and installation was provided the retailer or through Polytec's turnkey program).

Right and Notification of Changes:

Polytec® Shutters reserves the right to change or adjust the costs as necessary to reflect inflation, fuel surcharge, and rising cost in material without notice.

Polytec® Shutters reserves the right to change the specifications, materials, procedures of our products without notice.

MASTER SALES AGREEMENT AND POLICY STATEMENT

Customer Acceptance and Acknowledgement

Please complete the information below as acceptance and acknowledgement of the terms and conditions stated in the Polytec® Shutters master Sales Agreement and Policy Statement.

Customer Firm (print): _____

Customer Code (print): _____

Customer Name (print): _____

Title (print): _____

Customer Signature: _____

Date: _____