



## *Application*

*Tel: 626.965.7773  
Fax: 888.788.2814  
18343 Gale Ave. City of Industry, CA 91748  
www.OnyxShutters.com*



ONYX SHUTTERS, 18343 GALE AVE., INDUSTRY, CA 91748 TEL (626) 965-7773 FAX (888) 788-5827

### ACCOUNT APPLICATION

Company Name							
Business Address							
City		State		Zip Code			
Telephone		Fax					
Email							
Principle Name							
Contact Person		Position		Cell Phone			
Ship To Address							
Ship To City		Ship To State		Ship To Zip			
Company Tax ID							
Delivery Service	<input type="checkbox"/> Commerical Address		<input type="checkbox"/> Residentail Address		Lift Gate Service	<input type="checkbox"/> Yes <input type="checkbox"/> No	

**New Account Customers:**

- a. A 50% deposit is required upon placing your order, and your order will not be submitted until this payment is received.
- b. The balance is due before either we ship your order out or retrieved at will call.

NAME (PRINT)

SIGNATURE

DATE



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## RESALE CERTIFICATE

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I hereby certify that I hold valid resale license, having permit number \_\_\_\_\_ issued pursuant to the California Sales and Use Tax Law, that I am engaged in the business of selling **Window Coverings such as shutters, blinds, etc.**, that products described herein which I shall purchase from **ONYX SHUTTERS**, will be used for sales in the regular course of business , it is understood that I am required by the California Sales and Use Tax Law to report and pay for the tax, measured by purchase price of such property.

Please Note: A person may be guilty of a misdemeanor under California 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.

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Company Name

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Address

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Authorized Representative (Print Name)

Title

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Authorized Representative (Signature)

Date

## ORDER POLICY

### ORDER METHODS

For the convenience of our customers, ONYX Shutters accepts orders via fax or online.

- **Fax Orders:** Orders may be submitted to ONYX Shutters via fax. Upon receiving the order form, Onyx Shutters will input all the data into our online ordering system. A confirmation form will be faxed back to the customer for customer approval to ensure the accuracy of the order. No order is complete until the confirmation form is received by ONYX Shutters.
- **Online Order system:** Login to your ONYX Shutters account with the username and password provided. Once logged in, you will be able to place an order online. Please note that all orders submitted through the online ordering system are final.

### CANCELLATIONS AND MODIFICATIONS TO ORDERS

ONYX Shutters works to provide customers with prompt delivery of shutters. In order to maintain this level of quality service, customers are required to follow strict manufacturing schedules. Therefore, **no cancellation will be accepted after the order has been submitted. Customers are responsible for fees incurred due to any modifications or cancellations of an order.**

### LEAD-TIME

The estimated lead-time for ONYX Shutters (i.e. the time period from the date that ONYX Shutters confirms the order to the date ONYX Shutters' Los Angeles warehouse receives the products) is as follows:

- Standard shape: 5 ~ 6 Weeks
- Specialty shape: 6 ~ 8 Weeks
- Custom paint match: lead time may vary.

Initial: \_\_\_\_\_

## PAYMENT POLICY

In order for us to continue providing the best service, it is important a customer keeps its account current. This payment policy is established to ensure that we continue to provide our services to its maximum efficiency.

### 1. New Account Customers:

- a. A 50% deposit is required upon placing your order, and your order will not be submitted until this payment is received.
- b. The balance is due before either we ship your order out or your pick up of the order at will call.

### 2. For Existing Customers:

- a. A 50% deposit is required upon placing your order.
- b. If an account maintains a healthy payment history, the remaining balance of your order is due within 7 days after we ship your order or your pick up of the order at will call.

### 3. Delayed Will Call and Delayed Shipment for ALL customers

Our customers' orders can be stored at our warehouse for a maximum of only 14 days, starting from the day they arrive at our warehouse. If the customer fails to pick up the order by day 14, a full payment for the order is required, and will be charged.

An additional storage fee of 1% per day of the customers total order price will be charged for keeping it in ONYX's warehouse after the 14 day period.

### 4. Last Order In The System Policy:

Before releasing the order, customer *must* pay off all the outstanding balance for its last order in our system by cash/cashier check/or credit card (a 3% surcharge is applied).

### 5. Delinquent Accounts:

If a customer is consistently behind in its payment term, such customer must provide a 50% deposit upon placing its orders and the remaining 50% will be paid **before** such order is shipped or to be picked up at will call.

We assure you that we are committed to providing our customers with the best service at all times. If you have any questions, please feel free to contact us in regards to the above information.

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Customer Name (Print)

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Signature

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Date

### SHIPMENT RECEIVING & DAMAGE CLAIM POLICY

ONYX uses various ground carriers for delivery within the continental United States. ONYX usually ships all merchandise within 3 business days from the date we receive the container from overseas. ONYX shall not be liable for any costs or losses due to carriers' delivery delays.

#### SHIPMENT RECEIVING PROCEDURES

Customer is responsible for immediate inspection of the entire shipment, regardless of the final installation date. Upon receiving freight:

1. DO NOT sign delivery receipt until customer has inspected the exterior package for obvious damage.
2. Customer may sign the delivery and accept the freight if there is no damage to the exterior package.
3. If exterior package damage is discovered, customer must inspect shutter(s) for further damage. The following procedures are for the shipping damage claim:
  - a. If shutter(s) is damaged then **damage MUST be noted on the delivery receipt**. Failure to state that there is damage on your delivery receipt will result in ONYX NOT being responsible for any loss customer may incur. ONYX will NOT file a claim with the common ground carrier or process a remake because the claim will be denied under these circumstances.
  - b. Photos of damaged boxes and shutters are **MANDATORY**.
  - c. E-Mail Requirements : (Shipping damage will not be investigated without the following information)
    - Order #
    - Sidemark
    - Line Item # of damaged box/boxes
    - Description of damage
    - Receipts and/or invoices for time and parts used if self-repairs are done
    - Photo(s) of damaged boxes and shutter(s)
    - Send to [onyx.cs77@gmail.com](mailto:onyx.cs77@gmail.com)
  - d. Information MUST be received by ONYX no later than 5 business days from receipt of shipment.

Initial: \_\_\_\_\_

## REMAKE/REORDER POLICY

### REQUIREMENTS FOR REMAKES

Remakes are defined as errors made by the factory deviating from the placed order specifications or defective/malfunctioning product. Please see Warranty page for further details. The sidemark will read "Cust ID-Original Sidemark RM "

Requirements for Remakes (Remakes will not be investigated without the following information)

1. Order #
2. Sidemark
3. Line Item # that you are requesting be remade
4. For each line item provide a brief description of problem and explain what you need in order to solve the issue (i.e. new panel, new frame piece etc.)
5. Photos are **MANDATORY**
6. Send to [onyx.cs77@gmail.com](mailto:onyx.cs77@gmail.com)
7. Information must be received by Onyx no later than 5 business days from receipt of the shipment.

### REQUIREMENTS FOR REORDERS

#### Via Email or Fax

Reorders are defined as errors made by the entity purchasing the product. Customer will be charged for the cost of the reorder. A reorder is necessary to replace or repair any shutters for reasons including but not limited to: incorrect measurements, incorrect panel configuration, incorrect color or stain, incorrect louver size, incorrect frame type, incorrect quantity, improper handling, or improper installation. ONYX will not be liable for any consequential or incidental damage. The sidemark will read "Cust ID-Original Sidemark RO"

Requirements for Reorders

1. Order #
2. Sidemark
3. Line Item # that you are requesting be reordered
4. For each line item please state exactly what you need reordered to solve the issue (i.e. frame pieces, panels etc.)
5. Send to [onyx.cs77@gmail.com](mailto:onyx.cs77@gmail.com)
6. Information must be received by Onyx no later than 5 business days from receipt of shipment.

**Customer may also place Reorders via our online system as a regular order with this information listed below:**

1. Sidemark plus "RO" after the sidemark.
2. Order # and Line Item # that customer is requesting to be reordered in the Order Note Box.
3. For each line item, please state exactly what needs to be reordered to solve the issue (frame pieces, panels, etc.) in Line Item Note box.
4. Information must be received by Onyx no later than 5 business days from receipt of shipment.

**REQUIREMENTS FOR LOUVER REPLACEMENTS**

Not all louver requests can be fulfilled at OYNX warehouse. Some requests may require factory assistance. For expedited reorder louvers you may be charged if air ship.

1. Order #
2. Sidemark
3. Line Item #
4. Material (wood or vinyl)
5. Louver length (measure to the 1/32" if possible)
6. Louver size (i.e. 2 ½ , 3 ½ or 4 ½)
7. Color
8. Tilt Rod (Regular or Hidden)
9. Quantity
10. Send to [onyx.cs77@gmail.com](mailto:onyx.cs77@gmail.com)

Initial: \_\_\_\_\_

## WARRANTY POLICY

ONYX Shutters warrants to the original purchaser that every shutter product that is installed and maintained properly will be covered by our warranty. This includes a limited lifetime warranty on all mechanisms, a 7-year warranty on color fastness of paints, a 7-year warranty on warping and cracking and a 2-year warranty on color fastness of stained wood shutters. The warranty is effective from the date of purchase by the original purchaser.

This warranty does not apply to any damage to shutters or windows due to improper installation, operation, abuse, self-repairs, accidents, alterations, acts of God and general wear and tear.

### CUSTOM COLOR

**If a customer orders a color that is outside of the color collection that Onyx offers, the order will be a custom color. In this case, the customer must send a color sample to Onyx so that a color match may be made and sent back for approval. Approval can be made either by photos or customer receipt of physical samples. Onyx does not recommend that customer attempt exact color matches from customer's color sample due to variations in different materials. While every attempt is made to minimize color variations, it is what should be expected when attempting to match a custom color. It is the customer's responsibility for possible color variation after customer has approved custom color. Onyx is not responsible once customer has approved the custom color sample.**

### COLOR MATCH BETWEEN ORDERS

**In an effort to eliminate possible variations due to different dye lots, it is recommended that shutters are ordered at the same time for the same house and not at a later date. An exact color match is not guaranteed between orders based on the fact that color changes are a reality from lot to lot. Onyx cannot guarantee an exact color match and will not cover this in the warranty.**

Initial: \_\_\_\_\_

By signing below, you are acknowledging that you have read and understand the Onyx Shutters Order, Payment, Shipment Receiving & Damage Claim, Remake/Reorder, and Warranty Policies.

Date \_\_\_\_\_

Company Name \_\_\_\_\_

Signature \_\_\_\_\_

Print Name \_\_\_\_\_ Title \_\_\_\_\_

## Check By FAX Authorization Form

- 1 Make your check payable to: **ONYX Shutters**
- 2 Enter amount, date and sign the check.
- 3 Tape your check in the space provided below.

# TAPE CHECK HERE

- 4 Fax it to us at **1-888-788-5827**.
- 5 Keep the original check for your record. Do not mail the original if check is faxed.
- 6 The check stays with you and the fax comes to us. This serves as proof of our transaction. It is similar to a credit card except it is easier, safer and you pay no interest.

Company Name: \_\_\_\_\_

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

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

**This payment to be applied to the following orders:**

Order Num	Side Mark	Amount		Order Num	Side Mark	Amount
_____	_____	_____		_____	_____	_____
_____	_____	_____		_____	_____	_____
_____	_____	_____		_____	_____	_____
_____	_____	_____		_____	_____	_____

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date