

Charleston Forge

251 Industrial Park Drive, Boone, NC 28607 | 828.264.0100 | www.charlestonforge.com

CUSTOMER INFORMATION SHEET

Date _____

GENERAL INFORMATION

Billing Name		Ship to location	
Address		Address	
City	State/Zip	City	State/Zip
Telephone		Fax	
Website URL		Email	
Account Type (Circle one) Retail Store Residential Designer To-The-Trade Showroom Kitchen & Bath Showroom Architect Hospitality Healthcare Other (Specify) _____			

LOCATION(S)

Location #1		Location #2	
Address		Address	
City	State/Zip	City	State/Zip
Telephone		Fax	

CONTACT INFORMATION

Owner's Name	Email
Sales Contact	Email
AP Contact	Email
Catalog Updates	Email
Other	Email
Preferred method of contact (Circle One)	Email Fax

INTERNAL USE ONLY

Account #	Lyons Rating
Credit Mgr. Approval	Credit Card Info on File
Tax Certificate on File	Terms Agreement on File State/Zip
Telephone Number	Fax Number

PLEASE RETURN TO: Charleston Forge, 251 Industrial Park Drive, Boone, NC 28607 or Fax to: 828.264.5901

Charleston Forge

251 Industrial Park Drive, Boone, NC 28607 | 828.264.0100 | www.charlestonforge.com

CUSTOMER CREDIT APPLICATION INFORMATION

(PLEASE FILL OUT APPLICATION COMPLETELY. FAILURE TO DO SO WILL RESULT IN PROCESSING DELAYS.)

Date	Sales Rep		
Company Name			
DBA Name (if any)			
Business Owner(s)			
Year Business Started	Business type (Circle one) Corporation - Partnership - Sole Proprietorship		
Billing Address			
Street			
City	State	Zip	Country
Phone	Fax		
State Sales Tax ID (Please attach certificate copy)			
Please list preferred carrier <small>(Please note that orders that can ship UPS will do so unless specified on each order)</small>			
Bank Name	Account Number		
Please list five (5) references. For each provide name, account number, and fax number.			
1			
2			
3			
4			
5			
I authorize Charleston Forge to contact the above-listed bank and trade references for the purpose of opening/reviewing an open account. I understand that having an open account with Charleston Forge is a privilege, and it can be denied for slow payments and insufficient checks at any time. I further certify that I am authorized to file credit applications on behalf of this applicant company.			
Printed Name	Title		
Signature			
PERSONAL GUARANTEE The undersigned guarantees fully, without reservation or offset, the payment of any sums due from the above named Applicant in the event that said Applicant fails to pay any such sum when and as due. The undersigned waives notice of default and demand for payment and agrees to pay all expenses of collection, including reasonable attorney's fees and any applicable interest thereon. This guaranty shall be enforceable as to all. The undersigned hereby gives permission to use any tools necessary to determine credit worthiness. Applicant's debts, liabilities and obligations incurred, despite Applicant's discharge and bankruptcy or despite adjustment of such debts, liabilities and obligations and solvency proceeding or pursuant to some other compromise with creditors. This instrument shall be a continuing guarantee and shall remain in full force and effect until written notice is received from the undersigned to be released from further or future liability hereunder.			
Signature			

Charleston Forge

251 Industrial Park Drive, Boone, NC 28607 | 828.264.0100 | www.charlestonforge.com

TERMS & CONDITIONS

Shipping:

1. All shipments are freight collect or third party billing and are F.O.B. Boone, North Carolina. Please provide us with your shipping preferences with each order or send us a signed document specifying a default carrier for your orders.
2. If you do not specify a carrier on your purchase order, we will select one for you. We accept no responsibility for freight charges or services even though we may have selected the carrier. You may request a list of preferred carriers for your area from Customer Service.
3. Shipping weights are provided for your convenience. They are good faith estimates and are subject to variation without notice. Charleston Forge is not responsible for differences between our weights and those shown by the carrier.
4. Charleston Forge will not be responsible for any additional shipping charges for an order shipping to a location without a loading dock. This does not apply to UPS shipments.
5. Shipping Charges incurred for return of freight back to Charleston Forge due to being deemed undeliverable for any reason will be purchasers responsibility.
6. Charleston Forge will not be responsible for additional transportation charges incurred after the delivery point on original shipments or replacements.
7. We highly recommend shipping via one of our PREFERRED CARRIERS (listed on separate sheet); we have found these carriers provide the most frequent and best service from our factory.

Freight Damage:

1. Charleston Forge is not responsible for damage to merchandise in transit or in storage. Title and risk of loss pass to you upon delivery to the carrier at our factory. Freight damage is the responsibility of the carrier and all claims should be filed with your carrier.
2. Charleston Forge will not be responsible for any additional shipping charges for an order shipping to a location without a loading dock. This does not apply to UPS shipments.
3. Shipping Charges incurred for return of freight back to Charleston Forge due to being deemed undeliverable for any reason will be purchasers responsibility.
4. Charleston Forge will not be responsible for additional transportation charges incurred after the delivery point on original shipments or replacements.
5. We highly recommend shipping via one of our PREFERRED CARRIERS (listed on separate sheet); we have found these carriers provide the most frequent and best service from our factory.

Warranty Claims:

1. Charleston Forge products carry a warranty for one (1) year following the original invoice date.
2. Charleston Forge uses solid wood, fine leathers and fabrics, and other natural materials. Variation of color, stain, dye lot, etc. are to be expected. We believe these characteristics make each piece unique, and do not consider these variations to be a defect.
3. Chips and scratches that occur from handling or use are not the responsibility of Charleston Forge. We do not warrant against wear, fading or shrinking on fabric or leather parts. Please note that foam seats will soften and conform with use. This is normal and is not considered a defect.
4. This warranty applies under conditions of normal residential use and does not apply to damage incurred as a result of negligence or misuse. This includes improper cleaning, exposure to chemicals, foreign substances, liquids, sunlight, accidents or any use for which the product was not intended. We shall, at our discretion, repair or replace items that fall under the terms of this warranty. We reserve the right to make changes in our designs, details and dimensions without notice.
5. All claims for manufacturers defects MUST be accompanied by a digital photograph.
6. At that time a determination will be made as to how the repair / replacement will be handled.
7. NO returns or repairs can be made without prior authorization from customer service.

Payment Terms:

1. Payment terms will be established depending upon credit worthiness
2. Credit is reviewed with national credit agencies.
3. Terms can be Proforma (prepaid account) and once an account is established, Charleston Forge may approve Net 20 days terms on a case by case basis

Additional information is available in the front of the price list.

I understand the above information and agree with the terms and conditions listed.

Company name: _____

Name (print): _____

Signature: _____ Date: _____

PLEASE RETURN TO: Charleston Forge, 251 Industrial Park Drive, Boone, NC 28607 or Fax to: 828.264.5901