



4062 Kingston Court • Marietta, GA 30067 • 770-419-2150 • Toll-Free 877-AVR-5100

CREDIT CARD / CASH APPLICATION

Please complete this form and mail or fax it back to AVR at 800-570-3068.

I would like to receive special/closeout pricing and vendor promotions via Fax Email Neither

BUSINESS INFORMATION

Business Name _____ d/b/a Name _____
 Year Business Established _____ Incorporated? Yes No Federal Tax ID # _____
 Key Contact Name _____ Business Type _____
 Address _____
 City _____ State _____ Zip _____
 Ship-To Address (If Different) _____
 Phone Number _____ Fax Number _____
 Main Email Address _____
 Accounts Payable Contact _____ A/P Email _____

PRINCIPAL / CARDHOLDER INFORMATION

 Name (First/Middle/Last)

 Title

 Street Address

 City, State, Zip

 Social Security #

 Phone Number

Other Authorized Purchasers:

****REQUIRED DOCUMENTS****

Copy of Card MUST be submitted.

Copy of Cardholder's Driver's License MUST be submitted.

CREDIT CARD AUTHORIZATION

I hereby authorize AVR Distributing to charge my:



Visa ___ Mastercard ___ AmEx ___ Discover ___

Corporate Card Personal Card

I agree not to dispute any credit card charges after 60 days of purchase.

Card Number _____ CCV Code _____
 Billing Address _____
 Expiration _____ Issue Bank _____
 Cardholder Name _____
 Cardholder Signature _____
 Date _____

I am authorized to complete and execute this agreement on behalf of the company shown below. I understand that AVR may investigate both my financial status and the company's financial status. A copy of the company's BUSINESS LICENSE and TAX EXEMPT CERTIFICATE accompany this agreement. Returns are for credit only; no cash refunds.

I have read, acknowledged, and agree to all of AVR's policies and procedures.

Company Name _____
 Signature _____
 Title _____ Date _____
 Printed Name _____



POLICIES AND PROCEDURES

Please initial this form and mail or fax it back to AVR at 800-570-3068.

Returns

- Please call 770-419-2150 ext. 219 or fax 800-570-3068 with your RA request, which must include the product part numbers, serial numbers (if applicable), and problem descriptions. If your request meets all of AVR's guidelines, an RA number will be issued to you. Only boxes with an RA number clearly taped or written on the outside of the box will be accepted.
- Defective product must be returned in "like new" condition, shipped freight prepaid and double boxed, with the RA concealed inside, in the original packaging box. Please do not write on the original packaging box. Any product showing signs of misuse or consumer abuse will be returned to the customer to be sent in for warranty repair.
- RA numbers are valid for a period of 30 days only. Defective returns are eligible for return only within 90 days from the AVR invoice date or 30 days of retail sale to the end-user. After 90 days, all products must be referred to the manufacturer for authorized warranty repair (some manufacturers may have stricter return policies than AVR).
- A copy of the AVR invoice and retail customer invoice/receipt must be included with all returns. Returns will be credited at the price paid on invoice or current selling price, whichever is lower, less any restocking fee. Credit will be issued within 10 business days upon receipt of merchandise at AVR. No cash refunds.
- Factory sealed product in resellable condition may be returned at AVR's discretion. Non-defective, opened products will not be considered for return. Resellable products authorized for return will be credited at the current AVR selling price, less a 15% restocking fee.
- Sales of closeout items are final.
- Items designed for customer use but used commercially are not eligible for return.
- Cabinet Speakers are not eligible for return. Only speaker drivers will be exchanged.
- Projectors, LCDs, and plasma televisions are only covered under the manufacturer's warranty and may not be returned to AVR for credit.

Shipping

- All billing and pricing errors must be reported within 7 days of receipt of shipment.
- Shipping errors must be reported within 2 business days (see Damages/Claims below).
- Freight and insurance costs are calculated and added to the invoice total.
- All freight charges are subject to dimension/oversize carrier weight regulations.
- Shipping fees are non-refundable.
- Customer is responsible for all freight charges for unaccepted or refused delivery of shipments.
- Refused shipments will incur a 20% restocking fee.
- Before backordered items are shipped, a sales representative will call for release authorization.
- Backordered items are shipped at prices in effect when the item was ordered or current selling price, whichever is lower.

Damages/Claims

- Damages are the responsibility of the carrier once the shipment is released from AVR. After shipment is released to carrier, any damages must be reported to AVR within 2 business days from receipt of shipment. All claims must be filed by AVR directly with the freight carrier.
- LCD and Plasma TVs must be opened and inspected prior to accepting the shipment. Damage claims will not be paid unless damage is indicated on the freight bill.
- To ensure damage/ claim credit, all damaged product, original packaging and outer shipping box must be kept at customer location for inspection by carrier service. If digital photos are available, please send them to claims@av-rep.com. For assistance, please contact our Claims Department at (770) 419-2150 ext. 219.

Returned Checks

- All customers whose checks to AVR are returned unpaid by their bank are notified by mail and/or telephone to replace the check immediately and pay the applicable service charge allowable by law. All returned checks must be paid to AVR with a certified check or money order within 10 business days. Failure to do so will result in AVR taking all appropriate legal actions.

Initial _____ Date _____