CHARTER INDUSTRIES™

Welcome to **Charter Industries**!

Thank you for your interest in opening an account with us. We look forward to building a strong, long-term partnership. At Charter, our commitment is to exceed your expectations in **service, quality, and value**.

To get started, please complete the following steps:

1. **Credit Application**
   - Please fill out the attached Credit Application.
   - Ensure all requested information is included and that the application is signed by an owner or principal.
2. **New Account Purchase Request**
   - Complete the attached New Account Purchase Request form.
   - This helps us determine your credit limit and product pricing.

Once both forms are completed, please email them to **credit@charterindustries.com**.

Please allow approximately **1 week for processing and approval**.

We appreciate the opportunity to serve you and look forward to working together.

Sincerely,

Missy Venema
Staff Accountant

CHARTER INDUSTRIES™

TERMS & CONDITIONS OF SALE

Payment Terms

- Please review your Credit Application and Credit Agreement for full details.
- Visa and MasterCard are accepted as payment, subject to a 4% processing fee.
- Delivery of material may be withheld if an account becomes 30 days delinquent.
- No additional credit will be extended if an account reaches 31 days past due or if the credit limit is reached.
- Specific payment arrangements may be made with the Credit Department.

Invoice Discrepancies

- Any discrepancies must be reported within 10 days of the invoice date.
- Due to the effort required to resolve issues as they age, prompt notification is required.
- Please provide a clear explanation of the discrepancy. Common examples include:
    - Quantity differences
    - Pricing discrepancies
    - Other product/order issues

Freight Terms

- All shipments are considered FOB Charter Warehouse.

CHARTER INDUSTRIES™

NEW ACCOUNT PURCHASE REQUEST

This information is used to help determine your potential credit limit and establish pricing by product. Please circle the products you intend to purchase and indicate your expected annual volume for each:

Category	Product	Annual Volume ($)
PVC	Thin PVC	
	Thick PVC	
	Flexible PVC	
Hardware (Grass, King, CGS)	Undermount Slides	
	Side Mount Slides	
Adhesives	Jowat Brand	
Veneer	Edgebanding	
	Sheets	
	Laid-Up Panels	
Sheet Goods	HPL Sheets	
	Decorative Metal	

CHARTER INDUSTRIES™

3900 S. Greenbrooke DR SE.
Kentwood, MI 49512

Credit Application

Toll Free: 800-538-9088
Fax: 616-245-1188
charterindustries.com

BUSINESS NAME _____ ☐ Corporation

Business Address _____ ☐ Partnership

City _____ **State** _____ **Zip** _____ **Phone** _____ ☐ Sole Proprietorship

Federal ID Number _____ **State of Incorporation** _____

Kind of Business _____ **How Long in Business** _____

Names of Officers or Owners of Firm _____

BUSINESS REFERENCES (3)

Very Important ↓

	COMPANY / ADDRESS	PHONE	E-MAIL
1.			
2.			
3.			

BANK REFERENCE

NAME / ADDRESS / BRANCH _____ **PHONE** _____

Contact _____ ☐ CHECKING ☐ SAVINGS ☐ LOAN

NAME(S) OF PERSON(S) AUTHORIZED TO CHARGE:

NAME	POSITION	PHONE

Your Name (if not owner) _____ **E-mail** _____

POSITION	PHONE	E-MAIL

CREDIT AGREEMENT

I understand that by signing this credit application, I am stating that I am a legal agent of the above-mentioned company and that I have the authority to represent the company in this matter. Further, I hereby authorize Charter Industries to contact the three trade references, and inquire about the company's payment practices and other factors that may help Charter Industries access creditworthiness. I also understand that I am authorizing Charter Industries access to national, regional, or local databases to obtain any information that may assists in assessing credit risk. As part of this agreement, revoked checks are subject to a $25 fee and outstanding balances past term are subject to additional 1.5% monthly finance charges. Should Charter Industries be forced to file a legal claim against the applicant and/or the undersigned for reason to recover the past due amount, it is the right of Charter Industries to add reasonable collection costs, legal costs and attorney fees to assigned balance due to time of collection and legal pursuit. As an inducement to grand credit, the undersigned warrants that the information submitted is true and correct.

Personal Guarantee

The undersigned personally and individually guarantee the payment of any outstanding balanced and obligations of the named Applicant in this document due Charter Industries, and agree that I am personally obligated to perform all of the terms of and make all payments to Charter Industries required by the agreement of which this Application is a part. Absent written permission by Charter Industries this personal guarantee may not be revoked,

This application must be signed by an officer, partner, or proprietor of the firm to authorize the opening of the account.

Auhtorized signature	Title	Date

***Our terms are net 30 days**

CHARTER INDUSTRIES™

Customer Returns Policy

Effective: December 8, 2023

At Charter Industries, we strive to ensure customer satisfaction. Please review the following guidelines for product returns:

General Conditions

- Products must be returned in **resalable condition**.
- **Partial coils/products** are not accepted.
- Products must be in their **original condition**, free of markings.
- Any product returned **damaged or unusable** will be discarded and **no credit will be issued**.
- Returns are accepted **within 60 days from the invoice date**.

Restocking Fee

- A **30% restocking fee** applies to all returns.
- The restocking fee may be **reduced or waived** if a replacement order is placed (subject to approval).

Freight & Charges

- Customers are responsible for **all return freight charges**.
- **Original freight charges, duties, taxes, or brokerage fees** are non-refundable.
- **Production or custom orders** cannot be returned (unless Charter is at fault).

Documentation Requirements

- All returns **must include paperwork** with the returned product (copy of the original invoice or RGA).
- Customers must **write the Return Number (RTN#)** on the box, if possible.
- For customer pickups, paperwork **must be attached** to the returned product.

Carrier & Damage Claims

- If the customer uses their **chosen carrier**, Charter is not responsible for missing or damaged items.
- Customers must contact their carrier directly to file claims for **shipping or product damages**.