



Frame USA  
 225 Northland Blvd.  
 Cincinnati, OH 45246  
 (513) 250-4106  
 (513) 250-4166 (fax)

# CREDIT APPLICATION

REQUESTED AMOUNT: \_\_\_\_\_

Please complete all the information requested below so we can quickly process your request for credit. You may print this form and complete it by hand, or type the information in and print it out. You can fax it to us at the number above or email it to us at [credit@frameusa.com](mailto:credit@frameusa.com).

We need all the information requested below, however, if you already have much of the information on your own company document, please complete, at a minimum:

- a. The Business Contact Information (the first section below)
- b. The signature portion at the bottom of page 2.
- c. Any other information not on your company's document.

Then just send your document along with this application.

Don't forget to sign on both Pages 2 (Credit Application) and 5 (Terms and Conditions), initial at the bottom of pages 3 and 4, and send all five pages back. Thank you for your business!

BUSINESS CONTACT INFORMATION			
CONTACT NAME:		TITLE:	
COMPANY NAME:			
COMPANY ADDRESS:			
CITY	STATE	ZIP	
PHONE	Fax:	E-mail:	
Sole Proprietorship <input type="checkbox"/>	Partnership <input type="checkbox"/>	Corporation <input type="checkbox"/>	Other: <input type="checkbox"/>
DUNS Number		ASI Number (if applicable)	
ACCOUNTS PAYABLE			
A/P CONTACT	PHONE NO.	E-MAIL	
BANK REFERENCES			
BANK NAME:			
BANK ADDRESS			
CITY	STATE	ZIP	

PHONE	Account Type	Account #:

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TRADE REFERENCES (at least 3 responses from your vendors are needed to process the application)		
COMPANY NAME:		
COMPANY ADDRESS		
CITY	STATE	ZIP
PHONE	Fax:	E-mail:
COMPANY NAME:		
COMPANY ADDRESS		
CITY	STATE	ZIP
PHONE	Fax:	E-mail:
COMPANY NAME:		
COMPANY ADDRESS		
CITY	STATE	ZIP
PHONE	Fax:	E-mail:
COMPANY NAME:		
COMPANY ADDRESS		
CITY	STATE	ZIP
PHONE	Fax:	E-mail:

**Confirmation of Information Accuracy and Release of Authority to Verify**

I hereby certify that the information in this credit application is correct. The information included in this credit application is for use by Frame USA, Inc. in determining the amount and conditions of credit to be extended. I understand that Frame USA may also utilize other sources of credit, which it considers necessary in making this determination. Further I hereby authorize the Bank and Trade references listed above to release the information necessary to assist Frame USA in establishing a line of credit. By signature below, purchaser/applicant fully understands and agrees with Explicit Terms and Conditions listed below and is verifying that they are authorized to sign this document as a representative of their company.

\_\_\_\_\_

\_\_\_\_\_

Signature of Authorized Representative

Title

Name (Print)



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Date

## TERMS AND CONDITIONS

We at Frame USA, Inc. sell our products by phone, through external sales representatives, and under several different websites. Some of those websites are wholesale requiring minimum purchases while others are retail sites with no minimum. Some sites only manufacture to order, while others sell frames that are in stock. Because of these differences, not all terms and conditions apply to all modes of purchase. Please take care to note the exceptions.

**Returns Policy (note exceptions below):** Because our products are manufactured custom for your order, returns are not generally accepted. In some cases, where merchandise could be resold to another party, returns may be considered; however, prior authorization is required. We will not accept any returns on custom size products. Please contact our Customer Service Department at 1-800-577-5920 to discuss a return. Do not send back merchandise without prior authorization or it will be refused.

If a return *is* authorized:

- A 25% restocking charge will be applied.
- We will send a return authorization form and label. The form must be included inside the box and the label attached to the outside of the box. The product must be repackaged as it was originally delivered. The customer pays for the return shipping.
- Once the return has been received we will issue a credit for the product total only. Freight charges will not be refunded.
- Any credits issued are for merchandise only (no cash refunds will be made), and must be used within six (6) months of date issued.

### EXCEPTIONS TO THE RETURNS POLICY:

**For orders placed on FrameCloseouts.com,** all sales of closeout frames represent a final sale. No returns are accepted. Due to the nature of the product sold on this website, we may not be able to fill requests for specific colors or moulding styles on the following product categories: premium wood closeouts, wood closeouts, metal closeouts, posterframe closeouts and polystyrene closeouts. Closeouts may have minor imperfections and are sold "as is". The selection of inventory varies. Frames from the pick and choose section are made to order.

**For orders placed on MatDesigners.com,** our mats are made to your specifications, therefore, no returns will be accepted.

### THE FOLLOWING TERMS APPLY TO ALL WITH SOME EXCEPTIONS

**New Accounts:** All initial orders must be purchased by credit card or prepaid. We accept Visa, MasterCard, Discover, and American Express. Net Thirty (30) day terms may be available after the first order to companies with a satisfactory credit rating. After your initial order you may request a credit application for an open account. Please allow 3-5 business days for the processing of your credit application upon receipt of 3 satisfactory credit references, a completed and signed credit application, and signed Terms and Conditions. Orders purchased on terms must be paid by check by the due date or risk losing the ability to purchase on terms in the future.

Initials

## FRAME USA TERMS AND CONDITIONS – PAGE 2

**Credit Card Orders:** Orders being paid for by a credit card will be charged when the order is placed to verify credit card information. If your card declines, we will make reasonable effort to contact you. If we cannot reach you, the order will be cancelled.

**Final Sale:** All sales of goods and/or services shall be final and payment in full shall be in accordance with all other terms, conditions, and agreements included on this page, and the credit application. No transaction shall be construed to be a consignment of said goods and/or services. The person, company, or legal entity executing the credit application or submitted order is liable for any and all legal fees, services, and/or costs arising out of or associated with judgments rendered on behalf of Frame USA, Inc. should Frame USA, Inc. be forced to initiate court action against applicant or purchaser.

**Taxes:** Consumer/Purchaser is responsible for any State, County, City, or Municipal Consumer Use Tax. We only collect taxes for orders shipped within the state of Ohio. If you are tax exempt and your order is shipping to Ohio, we must have your tax exempt form on file or taxes will be collected on the order.

**Cancelled Orders:** Orders may not be cancelled once production of the order has begun. Please view our Order Tracking System to see if the manufacturing process has begun.

**Returned Checks:** Returned or NSF checks will result in your account being placed on a prepaid or credit card status only. A forty dollar (\$40) service charge will be assessed for each returned check.

**Refused/Undeliverable Orders:** Please do not refuse an order without contacting Customer Service first at 1-800-666-7654. Refused shipments are subject to a 25% restocking fee and freight charges will not be refunded.

**Minimum Order:** When ordering on our FrameUSA.com and EconomyFrames.com websites, orders must be a minimum of one-hundred dollars (\$100). Orders under \$100 will be assessed a fifteen dollar (\$15) service charge. No orders under \$50.00 will be accepted. For orders placed on MatDesigners.com, there will be a \$7.50 fee charged on any order under \$75.00. For orders not placed on those websites, there is no minimum order.

**Claims:** If damage has occurred and you feel that it was due to mishandling by the freight carrier, please contact Customer Service at 1-800-577-5920 to advise us immediately. You must call us within 48 hours of receipt of packages to report a claim. We will then file a claim with the carrier. Please keep all packaging until claim has been settled. Frame USA is absolutely not

responsible for damage to any frame larger than 16" x 20" that includes glass. Our policy is not to ship frames over this size with glass by Fed Ex or UPS.

**Backorders:** Backorders of over Fifty dollars (\$50) will be shipped upon arrival of materials. Backorders over 30 days old will be cancelled. If you do not want a backorder shipped, please notify us. A majority of our orders are shipped complete. No backorders are allowed on orders from FrameCloseouts.com.

**Headers:** Frame header selection may vary from pictures shown in catalog. Frames from Framecloseouts.com may not include headers.



### FRAME USA TERMS AND CONDITIONS – PAGE 3

**Prices:** Prices subject to change without notice.

**Shipping:** All orders are shipped via UPS, Fed Ex, USPS, or Truck F.O.B. Cincinnati, OH 45246. All P.O., APO, FPO boxes will be shipped via Priority Mail Insured. Freight charges for Zone 5 which includes, but is not limited to all non-US shipments, P.O., APO, FPO, Hawaii, Alaska, Puerto Rico and District of Columbia orders will be billed freight at time of shipping. Orders requiring LTL/Truck shipping may be subject to additional freight costs. Additional charges may apply for special services, which include (but not limited to): Call ahead, lift gate, or inside delivery. Please refer to our [shipping page](#) on our website for more details on these services. Residential delivery and over sized frames may also be subject to additional freight costs.

**Sample Moulding Program:** We want all of our Customers to be satisfied with their purchase, so we encourage the use of our Sample Molding program. This will ensure that when you receive your order, your expectations will be met. We will send you, for \$1.00 each, a 5" sample of any type of molding that we carry-no limit. Freight charges of \$2.95 for every 5 samples will apply. Please contact our Customer Service Department at 1-800-577-5920 to request a sample or send us an email to [frameusa@mindspring.com](mailto:frameusa@mindspring.com). On FrameCloseouts.com, the Sample Moulding Program is only applicable to the Pick and Choose Items.

**Defective Product:** We must be notified of any defect in product within three (3) full days of receipt of goods. Replacements will ship in 3 full business days. Any defective product will be replaced by a new and identical product or part free of charge. "Closeout" frames and frames sold on FrameCloseouts.com are not included and are sold AS IS.

**Rush Order:** Order will be shipped within three (3) business days of receipt. Rush orders are subject to a minimum fee of twenty-five dollars (\$25) or 20% of the order total whichever is greater. Availability of the rush service is dependent upon current production volume. Rush orders cannot be placed over the internet (with the exception of Economy Frames which is a rush order site). Please call our customer service department for availability and details.

**Websites:** These Terms and Conditions apply to all purchases made by phone, fax, email, or on the following Frame USA, Inc. websites: [FrameUSA.com](http://FrameUSA.com), [EconomyFrames.com](http://EconomyFrames.com), [FrameCloseouts.com](http://FrameCloseouts.com), and [MatDesigners.com](http://MatDesigners.com).

By signing below you are declaring that you have the authority to sign for your company.

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

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Date

**PLEASE SIGN AND FAX THIS TO: 513-250-4166**