

New Customer Packet



Enclosed you will find:

New Customer Form

Credit Card Authorization Form

**Please complete these forms in full in order to
place orders with Premier Building Solutions**

These documents and all future orders can be emailed or faxed to:

Orders@premierbuildingsolutions.net

FAX (330)244-9423

New Customer Form

Please Select One:				<input type="checkbox"/> New Customer		<input type="checkbox"/> Updating Customer Information	
Company Name:							
Federal ID #:							
Bill To:							
Street:				Contact:			
City:				Phone:			
State:		Zip:		Fax:			
Email:				Mobile:			
Accounts Payable Contact:						Phone:	
Ship to: If Different Than Above						Email:	
Street:				Contact:			
City:				Phone:			
State:		Zip:		Fax:			
Email:				Mobile:			
Special Requests:		<input type="checkbox"/> Lift Gate		<input type="checkbox"/> Call Notification			
		<input type="checkbox"/> Residential Delivery		<input type="checkbox"/> AM Delivery			
		<input type="checkbox"/> Collect (Special carrier of your choice)					
Freight charges quoted do not include the above special requests. Any special delivery charges will be added to your freight bill.							
Rep:				Date Entered			

AUTHORIZATION TO CHARGE CREDIT CARD

I do hereby authorize Premier Building Solutions, Inc. to process credit card transactions from the information provided herein. I agree that credit card orders will be charged to my credit card account at the time of shipment. Furthermore, I agree that, should I have credit terms with Premier Building Solutions, Inc. and my balance is considered overdue per said credit terms that the past due balance plus a 3% finance charge will be charged to my credit card account. Please note that **ALL** American Express transactions are subject to a 3% finance charge as well as any credit card transactions processed to pay on an account with credit terms. I agree that Premier Building Solutions, Inc. may charge these costs to my credit card account listed below, without having to obtain the undersigned's signature on each individual credit card transaction. I also agree that orders processed under a credit card do not qualify for any discounts that may be available under credit terms.

Today's Date: _____ Card Type: __VISA __MASTERCARD __DISCOVER __AMERICAN EXPRESS

Credit Card Number: _____ Expiration Date: _____

CVV: _____

Company/Cardholder's Name: _____

Address (must match credit card): _____

City/State/Zip: _____

Phone Number: _____ Fax Number: _____

Authorized Signature: _____

Printed Name: _____

Customer Name: (Company/Person initiating purchase): _____

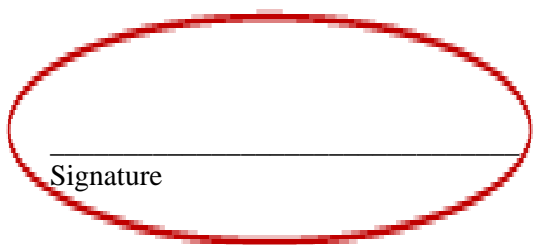
Contact Name: (Person Authorizing Purchase): _____

By signing this authorization form, in addition to authorizing charges to your card, you do hereby agree to be bound by this statement and release Premier Building Solutions, Inc. from any liability that may arise from this transaction. You agree to waive your right to make a charge back to your credit card for charges made by Premier Building Solutions, Inc. in connection with this order. All invoices are due immediately unless otherwise stated in writing. In event that your credit card is declined, you agree to remit all monies due immediately.

Please fax this form to: **330-244-9423** or email a completed copy to your account representative.

Returns & Product Complaints:

- Premier Building Solutions (Premier) carries the highest quality products and offers the highest level of service possible and we want you to be completely satisfied with your purchases. However, if you should have to return, we have a Return Policy and Procedure set in place to ensure proper handling. At any time, feel free to call our Customer Service department at 623-780-3160.
- Returns will result in an in-house company credit only. No cash returns will be issued. Credits are valid for use within a 6 month period. After 6 months credits on file are no longer valid. All sales shipped outside the USA are FINAL. There are no refunds or exchanges on items shipped outside the USA.
- Returns are NOT accepted beyond 60 days of receipt of product.
- ALL returns must be accompanied with a Return Merchandise Authorization (RMA) Number. No returns will be accepted without one. Any product/shipment sent to Premier without an RMA Number will not be accepted/signed for, therefore jeopardizing the shipment of your return.
- An RMA Number may be obtained by contacting our office via email at info@premierbuildingsolutions.net or via phone within 60 days of product receipt. The RMA number MUST be written and easily visible on 4 sides of the packaging. Failure to provide legible and precise RMA identification may cause return shipment to be rejected.
- Before sending returned material, we would suggest taking photos of the material being shipped. This precaution will ensure that the carrier is pursued if anything is damaged in transit.
- All merchandise MUST be in its original, new condition. Due to the nature of many of Premier's products, this includes PROPER STORAGE of product while in your possession to ensure the product is returned "useable" and restockable. Product that is deemed useable by Premier will be subject to a 20% re-stocking fee. Unusable, damaged, or otherwise altered product and/or packaging beyond reasonable conditions will be assessed for possible additional fees to remedy.
- All shipping and handling fees for both the original order and the return are the responsibility of the customer unless the product is found out of specification. Premier DOES NOT refund any shipping charges on returned product unless material is considered out of specification.
- Products that are deemed out of specification within the first 60 days will be returned with no additional cost and product will be replaced immediately unless otherwise agreed in writing by Premier.
- Once received, please allow 5 to 7 business days to investigate the issue and process the return. If a refund is authorized, please allow one additional week to process the refund.
- All order shortages must be reported within 48 hours of receipt of order to receive full credit. However, if you should have to return, we have a Return Policy and Procedure set in place to ensure proper handling. Returns will result in a company credit only. No cash returns will be issued. Credits are valid for use within company on a 6 month period. After 6 months credits on file are no longer valid.



Signature

By

Proprietor, Partner or Officer/Title

Date