



New Customer Application

Please fax your completed application to: 210-377-3313, ATTN: Kelly

COMPANY INFORMATION

Legal company name _____

Type of organization: Corporation___ Partnership___ Proprietor___ Other___

Are purchases subject to sales tax? Yes___ No (for resale)___ No (exempt)___

PC SERVICE INFORMATION

**** All applicants are required to have qualified PC service personnel on staff ****

Main PC service contact person _____

Address _____

City_____ State_____ Zip_____

Phone_____ Fax _____

E-Mail Address _____

BILLING INFORMATION

Billing contact person _____

Address _____

City_____ State_____ Zip_____

Phone_____ Fax _____

E-Mail _____

SHIPPING INFORMATION (If different than billing information)

Address _____

City_____ State_____ Zip_____

AUTHORIZED CHECK SIGNERS (If less than 50 employees)

Name _____ Name _____

Title _____ DOB___/___/___ Title _____ DOB___/___/___

D.L.# _____ State_____ D.L.# _____ State_____

BANK INFORMATION (if paying by check)

Bank Name _____ Account Number _____

Prior Bank _____ Account Number _____

ADDITIONAL EMPLOYEES TO RECEIVE MAILINGS

Name _____ Name _____



Warranty>Returns Merchandise Authorization Terms and Conditions PC Wholesale I. LTD.

(PC Wholesale) chooses to sell only products that it backs 100%. We rigorously test every product type we stock for compatibility and durability before we offer it to our customers. By selecting only quality merchandise, we are able to offer extensive warranties on all of our products. Because we strive for superior customer service, we choose to offer warranties that are unparalleled in the industry.

No cash refunds above \$100.00 will be issued. A refund check will be processed within 10 business days from the date of return.

Warranty Policy:

PC Wholesale warrants all new hardware components to be free of defects and meet manufacturer's specifications. Unless otherwise specified, all products carry one (1) year warranty with PC Wholesale.

"Nearly New" Product Class: On occasion, PC Wholesale will be presented with the opportunity to offer to our customers products which have become available as the result of "technology refresh" options being exercised by large, typically Fortune 500 type, corporations. PC Wholesale Warranty policy on "Nearly New" will be for a period of ninety (90) days from the date of purchase. In the event the item originally purchased is no longer available PC Wholesale will provide a comparable product. Product replacements are at the discretion of PC Wholesale.

Software is subject to publisher warranty only.

Non-stock "Special Order" items and printers are warranted only through the manufacturer. PC Wholesale will only exchange these items if they are DOA in the first 7 days. DOA product will be tested by PC Wholesale's tech department.

Warranty Policies do not include shipping charges

Return Policy:

Damaged products may not be returned. All products returned are subject to testing. Shipping Charges are non-refundable when returning a product.

Not-Working or Defective Items:

PC Wholesale offers a one (1) year exchange policy on all defective parts from the date of original purchase. If the product is found to be defective or not working and a) the defective product is returned within seven (7) days from the date of original

purchase, the customer can get a full refund for the original purchase, an in-store credit or a replacement part. b) The defective product is returned within thirty (30) days of the original purchase date, the customer can choose to receive an in-store credit or a replacement part. c) The defective product is returned beyond thirty (30) days but less than one (1) year from the date of original purchase, it can only be exchanged for a replacement part. In the event that the item originally purchased is no longer available, PC Wholesale will provide a comparable product.

Product replacements are at the discretion of PC Wholesale, which may include refurbished parts.

Working or Not-Defective Items:

If the product is working and not defective, is returned within seven (7) days from the date of original purchase, is 100% complete, is in resalable condition, and includes original packing materials, manuals, blank warranty cards, all other accessories by the manufacturer, and is free of any scratches, screw marks, or any other type of physical damage, then PC Wholesale will give the customer a refund on the purchase or an in-store credit at the invoiced price. After seven (7) days but within thirty (30) days PC Wholesale will give the customer an in-store credit at current price or invoiced price whichever is less. Products that are missing any of the original packing material, manuals, blank warranty cards and other accessories by the manufacturer are deemed "incomplete" and may not be returned to PC Wholesale. Boxed processors or OEM fans that have been mounted, software, and opened media such as tape cartridges may not be returned.

System Builds / Pre-Booted Boards: A fifteen percent (15%) restocking fee will be charged to the customers for any system built by PC Wholesale or motherboard that has had a processor booted on it and not purchased within three (3) days of completion. Any software loaded on a PC Wholesale system at the customers request cannot be restocked and must be purchased by the customer.

All PC Wholesale built systems come with a one (1) year warranty. Before the completion of this year, customers needing hardware-related repairs on the system must return the system to a PC Wholesale location for repair. A 15% restocking fee will also be assessed for any system built by PC Wholesale and returned. Software cannot be returned.

Intel Xeon Servers: PC Wholesale's warranty only covers hardware related issues. PC Wholesale is not responsible or liable for any data loss. Customers needing hardware-related repairs on the system must return the system to a PC Wholesale location for repair.

Lexmark Printers: Only unopened product can be returned for credit. DOA units may be returned within fifteen (15) days of date of purchase. DOA units will be exchanged with a new unit. No credits will be issued for DOA units. Non working or defective units in need of replacement after the fifteen (15) day DOA period and up to the limit of the manufactures warranty, the defective unit should be returned using "LexExpress", Lexmark's overnight exchange service.

Used/Refurbished "RT" Parts: Used or refurbished components that are returned as "defective" within thirty (30) days DOA period will be replaced with similar used part at PC Wholesale's discretion. After this period, used or refurbished parts are not returnable to PC Wholesale.

Advanced Exchange Policy: PC Wholesale offers an Advanced Exchange/RMA Warranty policy for the purpose of acquiring replacement parts in advance of a warranty related repair. Specific procedures must be followed in order to receive full refund for item(s) purchased as advanced exchange. PC Wholesale must be informed at the time the replacement parts are purchased that they are for the purpose of an Advanced Exchange. The item(s) purchased in advance must meet the requirements of PC Wholesale's standard 1-year parts warranty. Items purchased in advance must be the same as those that are being replaced to ensure a full refund upon PC Wholesale's receipt of defective part(s). Item(s) must be returned within seven (7) business days from the receipt of the replacement part(s). Item(s) returned must be complete including original packaging, manuals, cables, disks, etc. in order to receive a full refund and to avoid a 15% restocking fee. An RMA number must be obtained at the time the replacement part is purchased. This number is to be placed on the outside of the return-shipping container or PC Wholesale's receiving department may refuse the item. Replacement parts are subject to the terms of your account. PC Wholesale will ship (UPS Ground) advanced replacement parts at no shipping costs to the customer. Customer is responsible for return shipping charges.

Shipping Damage: Damaged goods must be reported to us immediately! We are not responsible for reimbursement/credit of damaged goods if we are not notified within 3 days. DO NOT accept visibly damaged goods, simply refuse them. If you notice your goods are damaged and you did not refuse them, call the shipping company immediately. Tell them of the incident and get a claim number, then call us with that number.

Limitation of liability:

PC Wholesale I, LTD, shall have no liability with respect to its obligations under this agreement or otherwise for consequential, exemplary, incidental or punitive damages even if it has been advised of the possibility of such damages. In no event shall PC Wholesale I, LTD's liability arising from or in connection with this agreement or otherwise exceed the lesser of customer's actual and direct damages or the amounts paid under this agreement. In no event shall PC Wholesale I, LTD, or its principals, shareholders, officers, employees, affiliates, contractors, subsidiaries, or parent organizations, be liable for any indirect, incidental, consequential, or punitive damages whatsoever relating to data loss.

Terms and Conditions of the Warranty and Returns Policy are subject to change without notice.

Signature _____

Date _____

Printed Name _____

Title _____

RESALE

TEXAS SALES TAX RESALE CERTIFICATE (Please attach a copy of the actual certificate)

Name of purchaser, firm or agency	Phone (Area code and number)	
Address (Street & number, P.O. Box or Route number)		
City, State, Zip Code		
Texas Limited Sales Tax Permit Number (or out-of-state retailer's registration number or date applied for Texas permit)		
<p>I, the purchaser named above, claim the right to make a non-taxable purchase for resale of the taxable items described below or on the attached order or invoice from:</p> <p style="text-align: center;"><i>Seller</i></p> <p style="text-align: center;"><u>PC WHOLESALE I, LTD.</u></p> <p>Street Address</p> <p style="text-align: center;"><u>752 ISOM ROAD</u></p> <p>City, State, Zip code</p> <p style="text-align: center;"><u>SAN ANTONIO, TEXAS 78216</u></p>		
<p>Description of items to be purchased, or on the attached order or invoices:</p> <p style="text-align: center;"><u>PERSONAL COMPUTER PARTS & SYSTEMS</u></p>		
<p>Description of the type of business activity generally engaged in or type of items normally sold by the purchaser:</p> <p>_____</p> <p>_____</p> <p>_____</p>		
<p>The taxable items described above, or on the attached order or invoice, will be resold, rented or leased by me within the geographical limits of the United States of American, its territories and possessions, in its present form or attached to other personal property to be sold.</p> <p>I understand that if I make any use of the item other than retention, demonstration or display while holding it for sale, lease or rental, I must pay sales tax on the item at the time of use based upon either the purchase price or the fair market rental value for the period of time used.</p> <p>I understand that it is a misdemeanor to give a resale certificate to the seller for taxable items which I know, at the time of purchase, are purchased for use rather than for the purpose of resale, lease, or rental, and that upon conviction I may be fined not more that \$500 per offense.</p>		
Purchaser Sign Here	Title	Date