



ECA New Customer Package



Welcome

You have made the decision to have ECA become one of your vendor partners and we want to thank you for putting your trust in us. We know it is important to understand who you are doing business with and we feel sharing our corporate mission statement helps identify who we are:

Our Mission:

ECA designs, develops and manufactures power and data solutions for the furniture industry. We are committed to continuously improving our processes, expanding our capabilities, minimizing our effect on the environment and providing superior customer service.

Enclosed in this package you will find all the information and documentation you will need to purchase from ECA.

- ◆ **ECA Ordering Instructions, Shipping and Payment Options**
 - ◆ Identifies how to place an order, specific shipping requirements and various payment options available to customers
- ◆ **ECA Order Form**
 - ◆ Form used to place an order with ECA without using a corporate purchase order
- ◆ **ECA Credit Card Payment Form**
 - ◆ Filled out when paying with a credit card to authorize charges
- ◆ **ECA Credit Application**
 - ◆ Fill out to establish an open account with ECA
- ◆ **ECA Policies**
 - ◆ Outline of our standard business policies

 **Take Our Customer Survey**

The Power To Preserve our Future



Innovative Power + Data Solutions

ECA Policies

Guarantee

ECA stands behind the quality of all the products we manufacture. If at any time you are not fully satisfied with your purchase please contact us. We will work with you to resolve the concern and if we cannot satisfy you we will provide you with a credit or refund. Custom product configurations and telecom plates are excluded.

Return Policy

We accept back any new standard items shipped within 30 days (excluding custom-made items and telecom plates) with a 25% restocking fee. Contact our customer service department before shipping items back for a Return Authorization Number. Products being returned must be packed well and securely to arrive back here in undamaged, resalable condition within 60 days of RMA being issued. When possible, please insert a copy of your original invoice or packing slip inside the box. Please be sure to include all original accessories to assure proper credit.

Updating Your Information and Contacting Us

We encourage our customers to provide us with the most current contact information. Below are several options for correcting, updating or otherwise modifying information you have previously given:

1. You may email us at: customerservice@electri-cable.com
2. You may call us toll-free at: 800.521.3175 (or 203.924.6617 for international customers)
3. You may fax correspondence to: 203.924.6687.
4. You may send mail to the following postal mail address: Electri-Cable Assemblies Inc. 10 Mountain View Drive, Shelton CT, 06484

Shipping and Delivery

ECA's lead time varies by product. While many of our products are offered on Quick Ship and will ship within 48 hours, there are others that can take longer. Please visit our website, www.electri-cable.com, to view our latest Quick Ship list.

Freight charges are based on the weight of your order, shipping zone in the continental US and an added handling fee. Additional charges may apply to items that require special packaging, are oversized or heavyweight, or require special handling by the carrier. Large items or quantity orders may ship by truck. We ship via UPS - unless you specify another carrier or the order is large and can be shipped more economically via truck. Freight charges will be prepaid and added to your invoice. Or, if you have an open account with us, you are welcome to charge freight to your own account.

Customer Service Hours Contact us from Monday through Friday 8:00am to 5:00pm, Eastern Standard Time.

Minimum Order

There is a minimum order value of \$25.00 per order required. If the product selected does not meet this minimum it will be billed at the \$25.00 value.



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ECA Policies Con't

Resale Orders

All sales to Connecticut, Michigan and New Jersey addresses are subject to state sales tax. Clients holding valid Resale Certificates, and who are purchasing with the intent of reselling our products, are tax exempt. Please forward a current copy for our files.

Price Quotations and Custom Orders

Items custom-made to your exact specifications require a 50% deposit upon order placement and are not returnable. Please contact us directly to discuss custom items and obtain a pricing proposal.

Colors

Although we do our best to provide color images that are representative of our finishes, some products and color swatches shown on this website may not exactly match the actual color of the product. If you need to confirm a color, please call and we will send a color sample for approval.

Specification/Installation Drawings

The specification/installation drawings are provided to help give dimensions and installation guidelines for our products. If you need a dimension not shown, or more specific information, please contact our customer service department for help.

Terms

We accept VISA, MasterCard, Discover and American Express. Net terms may be established, please request our credit application.



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Ordering Instructions

Orders can be submitted in the following ways:

- **Fax** your purchase order to 203.924.6687
- **Email** your purchase order to your designated customer service, sales, or manufacturer's representative.

If you do not have a purchase order to submit you can use our ECA order form, see page 6 and Fax or Email it to your representative.

If you need further assistance identifying appropriate part numbers or pricing please contact customer service.

Contact Us

Electri-Cable Assemblies

10 Mountain View Drive, Shelton, CT 06484

P: 203.924.6617 F: 203.924.6687

customerservice@electri-cable.com

www.electri-cable.com

If you are a customer in Connecticut, Michigan, or New Jersey please submit your reseller's certificate to avoid tax charges.

Shipping Options

ECA's main freight carrier is UPS. All orders will ship UPS unless otherwise specified or if the total shipment weight is over 150 pounds in which it will then go by common carrier. We also provide expedited shipping options of second day air or next day air. If you have a preferred freight carrier you would like to use please provide that information on your purchase order and our shipping department will schedule a pickup. Please note ECA is only able to use FedEx for expedited services and it is not available for ground shipping.

Payment Options

For customers who do not have terms with ECA, payment needs to be received when the order is placed. Prepayment can be made via credit card, check or wire transfer. The credit card form is included for your reference see page 7

Customers who plan on becoming repeat customers with ECA, can fill out a credit application to set up terms with ECA. Please note this process takes 2–3 weeks depending on how responsive your references are. Any orders placed while pending terms with ECA will need to be paid for or the order will not be processed until your credit application is approved. The ECA Credit Application is include for your reference—see page 8 and 9.

The Power To Preserve our Future



ORDER FORM

Date: _____ Time: _____

Customer Information:

Customer Name: _____

Sold to Address: _____

Shipping Address: _____

City, State, Zip: _____

Attention: _____

Contact: _____ Email: _____

Phone: _____ Fax: _____

Shipping Method: UPS Ground UPS 2nd Day Air UPS Next Day Air

Requested Ship Date: _____ Job Name: _____

Company Type: Audio Architecture or Designer Contractor Dealer Other Furniture Manufacturer

How did you hear about us? _____

Part Number	Qty	Unit Price	Total Price

Card Information

Check One: Visa Mastercard American Express

Card#: _____ Expiration Date: _____

Name on Card: _____ Security Code: _____

Billing Address on Card: _____

City: _____ State: _____ Zip: _____

Send Invoice Via: Email Mail Fax

Tax Exempt Certificate or Tax ID #: _____



Credit Card Form

Date: _____ Time: _____

PO/Order #: _____

Customer Information:

Customer Name: _____

Contact: _____ Email: _____

Phone: _____ Fax: _____

Card Information

Check One: Visa Mastercard American Express

Card#: _____ Expiration Date: _____

Name on Card: _____ Security Code: _____

Billing Address on Card: _____

City: _____ State: _____ Zip: _____

Send Invoice Via: Email Mail Fax



NEW CUSTOMER/ CREDIT APPLICATION

Date: _____

Customer Billing Information:

Customer Name: _____

Billing Address: _____

City, State, Zip: _____

Accounts Payable Contact: _____

Phone: _____ Fax: _____

Invoices will be sent electronically to up to two email addresses:

Email Address 1: _____ Email Address 2: _____

Bank Name: _____

Address: _____

Account Number: _____

Phone: _____ Fax: _____

How Long in Business: _____

In the event that this account is turned over to an outside agency or attorney for the purpose of collection, the above mentioned company agrees to pay all costs of collection, including court costs and reasonable attorney fees.

Title

(Must be an officer of the company)

Customer Purchasing Information:

Name: _____ Phone: _____ Fax: _____

Order acknowledgements will be sent electronically to up to two email addresses:

Email Address 1: _____ Email Address 2: _____

In addition to the above information please provide a current copy of your State tax exemption certification or resale certificate.

Return completed form to ECA Customer Service— Fax: 203.924.6687

FOR ECA Internal Use Only:

Approval Date: _____ Initials: _____ Date: _____

Credit Limit: _____ \$: _____

Terms: _____ Type: _____

Notes: _____



NEW CUSTOMER/ CREDIT APPLICATION

Credit References:

Please provide 3 credit references

Company Name: _____

Address: _____

City, State, Zip: _____

Contact: _____

Phone: _____ Fax: _____

Email: _____

Company Name: _____

Address: _____

City, State, Zip: _____

Contact: _____

Phone: _____ Fax: _____

Email: _____

Company Name: _____

Address: _____

City, State, Zip: _____

Contact: _____

Phone: _____ Fax: _____

Email: _____