



# Distribution that Matters.



3030 S. 11th Street P.O. Box 336  
Niles, MI 49120  
Toll Free : 800 - 238 - 1786  
Phone : 269 - 683 - 3870  
Fax : 269 - 683 - 0937  
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## Who We are

Founded in 1984, A-1 Telecom is a privately owned distributor and manufacturer of consumer electronic products. Taking strong belief that our location would factor heavily in being able to serve our customers, our founder strategically set up a warehouse with a few hundred products in Niles, Michigan (just a little over an hour east of Chicago).

Since then, we have expanded in to a much larger organization with thousands of different products of which we ship daily. Our centralized Midwest location enables us to efficiently distribute and service a broad host of industries throughout the United States and globally.

Our emphasis on putting our customers first has allowed for us to blossom into an industry leading supplier of consumer electronics. A-1 Telecom carries a wide variety of leading brand products ranging from big ticket items to repair parts for the smallest of accessories.

With our emphasis on customer service, we strive to offer an unrivaled level of quality service to each and every one of our business partners. Predominantly serving the consumer industry, we offer specifically tailored supply chain solutions, including a free drop-ship program for our customers.

At A-1 Telecom, we believe that your bottom line is just as important as ours, and we do everything in our power to provide a mutually beneficial relationship.

# DEALER AGREEMENT

A-1 Telecom supplies wholesale products to retail establishments, E-commerce, and Catalog businesses who engage in re-selling merchandise. In order to protect our dealers and pricing, new accounts are required to submit a valid resale permit and business license. All accounts will be required to submit a completed dealer application and applicable credit forms. Pricing will be presented once we receive required documentation.

## Terms and Conditions

- All orders shall be shipped COD, Credit Card or Net(authorized accounts only) via Fedex, UPS, or USPS.
- All international credit cards will be charged a 2% fee of the total value of order.
- Company checks shall be accepted, based on prior approval with A-1 Telecom Inc. credit department and company check orders can be shipped via Fedex or UPS.
- New customers wanting to use a company check must do business with A-1 Telecom Inc. for a period of 45 days prior to check approval and a check acceptance application must be on file with the credit department.
- A-1 Telecom Inc. is a wholesale distributor only. Tax I.D. is required to purchase.
- A-1 Telecom Inc. reserves the right to refuse shipment to un-qualified customers.
- Any exceptions to our policies or procedures will be on a per incident basis only and does not constitute a change of policies or procedures.
- Prices are subject to change without notice

## Freight Policy

- All orders shall be shipped freight collect.
- Any order shipped by truck line shall have freight charges arranged prior to shipment.
- All packages should be inspected for damage prior to acceptance. If damage occurs, report to driver immediately.
- If damage is discovered after the driver has left, contact the delivering agent at once for an inspection. Save all original packing, including packaging and all materials.
- Actual shipping costs are calculated after order is packed. Final total will be updated in order history.
- If you use your shipping account number, you are still charged our handling fee and insurance costs.

## Returned Goods

- All returns to A1 Telecom require a return authorization number and shall be received at A-1 Telecom within 15 days of it's issuance.
- The return authorization number must be legible on the outside of the package. No product shall be accepted unless the original package is wrapped or boxed. DO NOT WRITE ON PRODUCT BOX.
- Returns without an authorization number shall be refused and returned to the shipper.
- When calling for a return authorization number, you must give the number and date of your invoice.
- All returns shall be returned freight prepaid. A1 Telecom shall refuse shipment of all returns sent COD.
- All new merchandise returned shall be charged a 15% restocking fee.

## Defective Merchandise

- Any merchandise returned to A1 Telecom that is NOT DOA is subject to restocking fees.
- All DOA product shall be exchanged or repaired by A1 Telecom for a period of 30 days from the date of invoice, unless warranty by the manufacturer prevails. Exchange warranty depends on stock availability. A1 Telecom shall not substitute product on an exchange unless authorized to do so by the customer.
- A1 Telecom reserves the right to refuse warranty if the product(s) show signs of tampering, misuse, abuse, cut wires, or any missing items or packing, or charged for any missing items.
- Defective product shall not be replaced until merchandise is returned to A1 Telecom with the reason for the defect.
- Some products offer no warranty (including DOA) such as 10 meter radios, closeout sales, or specially priced items. Please check warranty before purchasing any product.
- Some products are to be returned to the manufacturer or authorized warranty facility only (such as 10 meter).

## Refused Shipments

- Freight charges on refused shipments shall be charged back to the consignee, plus a \$20.00 handling charge.
- Shipments returned a 2nd time shall require prepaying for future shipments.
- On WILL CALL shipments and shipments where the delivering agent claims delivery could not be made on three(3) attempts, the customer must get any relief from the delivering agent.

## Returned Checks

- Any check returned to A1 Telecom due to insufficient funds shall be charged \$25.00 for service charges and processing fees.
- No other orders will be released for shipment until the check has cleared the bank or been replaced with a certified check.
- If the NSF check is processed through the bank a second time and it fails to clear, service charges will be doubled.
- If A1 Telecom receives more than 1 NSF check in any 12 month period, the account will automatically be changed to COD or money order only.
- ANY NSF CHECK MUST BE CLEARED UP WITHIN 10 DAYS OF NOTIFICATION OR A 2% PENALTY BASED ON THE AMOUNT OF THE CHECK SHALL BE CHARGED. ANY NSF CHECK RUNNING OVER 30 DAYS SHALL BE TURNED OVER FOR COLLECTION AND ALL LEGAL EXPENSES WHICH MAY OCCUR BECOME THE RESPONSIBILITY OF THE CHECK WRITER.

## Placing Orders

- Use our toll free number for ordering (800)238-1786 or (269)683-3870 for information or administration
- Fax lines are open 24 hours. The number to fax orders is (269)683-0937
- Orders can be placed via our website at: [www.a1telecom.com](http://www.a1telecom.com). You must have an authorized account for this option
- Operating hours are Monday - Friday 9:00AM - 6:00PM Eastern Standard Time

## Lost Password

- Please use the forgotten password link on our web portal at <http://www.a1telecom.com/theshop/customer/account/login>. If that does not work, please contact your sales rep or send an email to [sales@a1telecom.com](mailto:sales@a1telecom.com) with your account number and email address

## Privacy Notice

- Information You Give Us: We receive and store any information you enter on our Web site or give us in any other way. You can choose not to provide certain information, but then you might not be able to take advantage of many of our features. We use the information that you provide for such purposes as responding to your requests, customizing future shopping for you, improving our store, and communicating with you.
- E-mail Communications: To help us make e-mails more useful and interesting, we often receive a confirmation when you open e-mail from A-1 Telecom if your computer supports such capabilities. We also compare our customer list to lists received from other companies, in an effort to avoid sending unnecessary messages to our customers.

## Terms:

- These policies supersede policies appearing on all other A-1 Telecom literature. For all prices and products, A-1 Telecom reserves the right to make adjustments due to errors, changing market conditions, product discontinuation or typographical errors in advertisements. A-1 Telecom is not responsible for manufacturer price changes, which may occur at any time without notice.

Confidential Information

All Images, catalogs and descriptions supplied by A-1 Telecom including images on websites and e-mails are exclusive property of A-1 Telecom. A-1 Telecom reserves the right to all images supplied in any media form. Dealers are authorized to use the images and product descriptions provided by A-1 Telecom for the purpose of selling product purchased from A-1 Telecom. No other use of images or descriptions are permitted and shall be considered a breach of agreement. Dealer agrees to remove or destroy any art or media deemed in violation of this agreement.

I understand and agree with the above terms and conditions and verify I am authorized to apply for an account for the aforementioned business. I further acknowledge all of the credit information that has been provided is true and correct. I authorize release of any information listed on this application for the purpose of establishing credit.

AUTHORIZED SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

PERSONAL GUARANTEE

I/We the undersigned consent to the release of my/our personal credit history for determining evaluation of establishing a term account for applicant. I/We recognize if credit is extended, I/we am/are severally/jointly personally responsible and guarantee payment in accordance to the credit terms agreed upon with A-1 Telecom. I/We the undersigned party acknowledge that I/we will be held liable for any debt incurred prior to a 10 day written notice to A-1 Telecom. I/We authorize A-1 Telecom to obtain my/our personal credit information from a consumer credit reporting service in order to evaluate and make a credit determination of the aforementioned business.

GUARANTOR 1

AUTHORIZED SIGNATURE: \_\_\_\_\_ Social Security #: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

GUARANTOR 2

AUTHORIZED SIGNATURE: \_\_\_\_\_ Social Security #: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_



P.O. Box 336 • 3030 S 11th Street • Niles, Michigan, 49120 • Phone: (269) 683-3870 • Toll Free: (800) 238-1786 • Fax: (269) 683-0937

Customer Information (please print)

Legal Name & DBA: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Providence: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Providence: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail 1: \_\_\_\_\_ E-mail 2: \_\_\_\_\_

Type of Ownership: ( ) Sole Proprietor ( ) Partnership ( ) S-Corp ( ) LLC Date Established: \_\_\_\_\_

Tax ID #: \_\_\_\_\_

Owner/President: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Bank Account Information or Credit Card Information

Card Number: \_\_\_\_\_ CVC Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Bank Name: \_\_\_\_\_ Account #: \_\_\_\_\_ Routing/ABA #: \_\_\_\_\_

Name on Checks/Card: \_\_\_\_\_ Bank Phone: \_\_\_\_\_

Authorized Signer: \_\_\_\_\_ SS#: \_\_\_\_\_

Credit References (For Customers Applying for Credit)

1) Reference Name \_\_\_\_\_ Phone: \_\_\_\_\_ Account # \_\_\_\_\_

2) Reference Name \_\_\_\_\_ Phone: \_\_\_\_\_ Account # \_\_\_\_\_

3) Reference Name \_\_\_\_\_ Phone: \_\_\_\_\_ Account # \_\_\_\_\_

Net account payments must be kept in a timely basis. Credit hold status will be placed on all accounts overdue. When this happens, all shipping will cease until payment has been brought up to date. In the event of default, reasonable attorney fees and collection costs will be charged where permitted by law. Net accounts will be closed if payment agreement are not kept. There will be a \$25.00 service charge on all returned checks.

I certify that I am at least (18) eighteen years of age or older. I certify that the facts contained in this document are true and complete to the best of my knowledge. I hereby authorize the investigation of all references listed above to obtain pertinent information and understand that any information obtained will be held in strictest confidence. I authorize full release of informaiton pertaining to my bank accounts currently or previously held to your organization. My signature below authorizes full release of this information over the phone to A-1 Telecom. We agree and abide by all terms set on this application and authorize A-1 Telecom to review our personal and company credit information.

Authorized Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_



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So we can offer the best level of customer service, please answer the following questions:

Preferred Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Hours of Operation: From \_\_\_\_\_ To \_\_\_\_\_

Closed on: \_\_\_\_\_

How did you hear about us? ( ) Online ( ) Word of Mouth ( ) Sales Associate: \_\_\_\_\_ ( ) Other

What type of business do you operate?

\_\_\_\_\_ Storefront - retail

\_\_\_\_\_ Catalog Sales

\_\_\_\_\_ E-Commerce -virtual store: \_\_\_\_\_

\_\_\_\_\_ E-Bay/Amazon Seller - seller name: \_\_\_\_\_

\_\_\_\_\_ Manufacturing, Sales, or Repair

\_\_\_\_\_ Mobile Installation & Repair

\_\_\_\_\_ Wholesale Distribution

\_\_\_\_\_ Other: \_\_\_\_\_

What type of products are you interested in purchasing? (please check all that apply)

\_\_\_\_\_ All Products

\_\_\_\_\_ Power Supplies/Inverters

\_\_\_\_\_ FRS & GMRS Products

\_\_\_\_\_ Car Audio Products

\_\_\_\_\_ Scanners

\_\_\_\_\_ 12 Volt Accessories

\_\_\_\_\_ Radar Detectors

\_\_\_\_\_ CB & 10 Meter Products

\_\_\_\_\_ Business Radio Products

\_\_\_\_\_ Antennas, Mounts, Accessories

\_\_\_\_\_ Tablets

\_\_\_\_\_ Tools

\_\_\_\_\_ Marine Products

\_\_\_\_\_ Other

\_\_\_\_\_

Thank You.





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FOR OFFICE USE ONLY

Ship Via	<input type="checkbox"/> UPS	<input type="checkbox"/> FedEx	<input type="checkbox"/> USPS	<input type="checkbox"/> Cheapest Method
Terms				
FOB Code				
Notify Prior to Ship	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
Sales Tax	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
Tax Code				
Tax Exempt #	State Of			
Application Date	Approval Date			

Additional Office Comments:

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