

Customer Onboarding Process

Customer Relationship with US LED Accounting

- US LED has (2) options for establishing payment type:
 - Credit Card Application
 - Credit Application
- All paperwork must be completed in full. Refraining from completing the paperwork will delay the customer's onboarding, delay establishing terms, and may delay install/material shipment.

Establishing Credit Terms with US LED

- Terms are established based on the Company's creditworthiness. This insight provides risk level, potential credit limit, and guides US LED for establishing terms with the customer.
 - The lead time for the Credit Application process may be up to two (2) business days.
 - Acceptable payment methods are ACH, wire, check, and credit card.
 - Checks may be sent to 500 Morris Oliver Way, Suite 200, Katy, TX 77494

Credit Card Customer

- If a customer prefers or is required to pay by credit card, orders will ship, or installations will be on hold pending credit card payment.
- Credit card payments have a 3.5% fee applied above and beyond the invoice total.

First Order with US LED

- ALL first orders are 50% paid upfront, 50% formal terms.
- If a customer has established terms with US LED, all orders after the first order will ship or install, and terms start at the invoice date.

Late Payments

- US LED will send an A/R statement if invoices are not paid within the terms.
- If a customer refuses to pay invoices 30 days past the invoice due date or is a habitual late payer, US LED may put all open orders on hold until payment is received and may require upfront payment moving forward.
- If a customer does not pay within 60 days of invoice, the invoice will go to collections and the customer is responsible for the invoice and associated collection fees.

Returns

- US LED's Warranty policy can be found [here for General Lighting](#) and [here for Signage](#)
- For products being returned, we reserve the right to deny credit for the product(s) if they are used, received in poor condition or not in original packaging. Items that are returned due to incorrect ordering are subject to a 25% restocking fee.
- For any materials sourced for a project (is not a US LED product) and returned, these are subject to the return policy of that company.
- Product must be returned within 30-days.

All Transactions are subject to US LED's Terms and Conditions which may be found [here](#).



US LED, LTD
500 Morris Oliver Way
Suite 200
Katy, Texas 77494
P 713 972 9191
www.usled.com

Dear Customer,

Please ensure all forms are completed, including the Company Contacts section, and signed so we can process your request in a timely and efficient manner. Please note that your credit card will be kept on file and charged every time an order is placed. Should the credit card decline, you have two business days to arrange payment of product ordered. If after two business days the order has not been paid for, the order will be restocked and a new order will have to be placed. **In the event that the order has to be restocked, a 25% restocking fee will be charged on your next order. Also, a 3.5% convenience fee will be charged on all credit card transactions.** If you have any questions regarding this application, please contact our Accounts Receivable at ar@usled.com. If you have questions about placing an order or application status, please contact our Customer Service at customerservice@usled.com. Thank you, and we hope you have a great day!

I have read and understand the above Terms and agree that such terms apply to all transactions with US LED, LTD.

Authorized Signature

Print Name

Title

Date



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CREDIT CARD AUTHORIZATION

Company Name _____

Billing Address _____ City _____ State _____

Country _____ Zip _____ For Past _____ years

Phone _____ Fax _____

Shipping Address _____

City _____ State _____ Zip _____ Country _____

Email address for Invoices: _____

Type of Business (select one): - Other: _____

Please attach Sales & Use Tax Certificate if any purchases are exempt. If not, tax will be added to order.

COMPANY CONTACTS

Main Contact _____ Title _____

Phone _____ Email _____

Purchasing _____ Phone _____

Email _____ Fax _____

Purchase Order No. Required? (check one) Yes No

Accounts Payable _____ Phone _____

Email _____ Fax _____

CREDIT CARD INFORMATION

Card Holder Name _____ Card Type _____

Credit Card # _____ Expire Date _____ / _____ (mm/yyyy)

Security Code _____ (3 or 4 digit code on the back of the credit card)

If you would like an emailed receipt, please provide you email address _____

I hereby certify that all the information set forth here together with all other information submitted in connection with this form is true and correct. Failure to adhere to our Credit Card terms may result in a shipping hold on future orders. If we default in the payment of the outstanding account, we should be entitled to pay a service charge per month of 1.5% per month (18% annual percentage rate) on all past due balances. In the event any third parties are employed to collect any outstanding monies owed by said business, the undersigned agrees to pay reasonable collection costs, including attorney fees, whether or not litigation has commenced, and all costs of litigation incurred. I have read and understand the Terms and agree that such terms apply to all transactions with US LED, LTD. A 3.5% Convenience Fee will be charged to all credit card transactions.

Authorized Signature _____ Date _____

Print Name _____ Title _____



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Texas Sales and Use Tax Resale Certificate

Name of purchaser, firm or agency as shown on permit	Phone (Area code and number)
Address (Street & number, P.O. Box or Route number)	
City, State, ZIP code	
Texas Sales and Use Tax Permit Number (must contain 11 digits)	
Out-of-state retailer's registration number or Federal Taxpayers Registry (RFC) number for retailers based in Mexico <i>(Retailers based in Mexico must also provide a copy of their Mexico registration form to the seller.)</i>	

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:

Seller: US LED, LTD

Street address: 500 Morris Oliver Way, Suite 200

City, State, ZIP code: Katy, Texas 77494

Description of items to be purchased on the attached order or invoice:

Description of the type of business activity generally engaged in or type of items normally sold by the purchaser:

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 America, its territories and possessions or within the geographical limits of the United Mexican States, in their present form or attached to other taxable items to be sold.

I understand that if I make any use of the items other than retention, demonstration or display while holding them for sale, lease or rental, I must pay sales tax on the items at the time of use based upon either the purchase price or the fair market rental value for the period of time used.

I understand that it is a criminal offense to give a resale certificate to the seller for taxable items that I know, at the time of purchase, are purchased for use rather than for the purpose of resale, lease or rental, and depending on the amount of tax evaded, the offense may range from a Class C misdemeanor to a felony of the second degree.

sign here Purchaser	Title	Date
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**This certificate should be furnished to the supplier.
 Do not send the completed certificate to the Comptroller of Public Accounts.**