



M. EAGLES TOOL WAREHOUSE INC.
NEWARK NJ CHARLOTTE NC

Tel: 800.631.2002 | Fax 888.638.6657 | info@eagletools.net

Sales Office and Main Location
178-192 Sherman Ave
Newark NJ 07114

3801-I Woodpark Blvd
Charlotte NC 28206

Call Howard for Details | Ext. 226

NEW ACCOUNT FORM

**Include State Tax Form*

Name		Company Name	
Billing address			
City	State	Zip	
Phone number		Business Hours	
Fax Number		Sales Tax Number	
Shipping Address if different			
Affiliated business or Branches			
Owners Name		Authorized Signature	
Managers Name		Years in Business	
Buyers Name			

EMAIL:

Eagletools.net User ID _____ Password _____

*Blanket Shipping Insurance all orders—circle YES _____ NO _____

Credit Information

Bank Name:	City	State	Zip
Contact			

Business/Trade References

Name:	Contact	Telephone
Town		Fax
Name:	Contact	Telephone
Town		Fax

Open Account Net Term Request: Most competing warehouse distributors will not offer credit information about your company. **Please** send three months of consecutive statements showing business account activity for two of your suppliers. This will act as a credit reference showing proof of payment to that particular company. Your credit approval and limit will be based on historical purchases from these companies. Please fax or email this information along with the new account form to howard@eagletools.net. Alternatively, Credit Card payment is the preferred method of Eagle Tool.

**Please Sign Below after Acknowledging reviewing pages 1 and 2. Signature represents a company authorized representative.*

X _____ ***Authorized Signature**

All Major Cards Accepted For Payment

Card holders Name	Card Number - Call With Details
Signature	Exp. Date

Internal Office Use

Territory/Whse Location	Open Date
Sales Territory	Credit Limit
Account Number	Terms/Class

Shipping Policy

M. Eagles Tool Warehouse freight policy is F.O.B. origin. Freight will be allowed on invoiced net orders based on the negotiated sales program. Truck orders consist of oversize and freight sensitive products. LTL shipments have many restrictions that can cause incidental charges. All special requests may incur a service fee bill at time of shipment or bill back based on the carriers delivery manifest. *Special truck shipping requests will result with incidental charges. Customers are responsible for unloading, lift gate services used by the trucking company will result in a fee applied to the invoice after delivery as confirmed by the carrier if your customer makes lift gate request. Shipments going to a farm, municipality, airport, gated facility, school or other restricted zone will incur fees up to \$75. International shipping is not available.

Order Discrepancies and Damage

In a rare situation where you have discovered shipping errors, shortages, overages or damage, please notify us immediately. Inspect all cartons prior to signing the shipping freight receipt. If a box is conspicuously damaged, re-taped, or tampered with, then decline it. Advise your customer or freight receivers to do the same. Do not accept any rhetoric from the delivery driver. Their goal is to bring the trailer back empty at the end of the day. If there is a damaged or resealed package problem, a claim must be made within five business days of invoice. LTL Freight claims for lost or damaged freight must be filed with the carrier and clearly marked on the bill of lading when receiving the shipment. Once delivery is accepted, all damage and shortage claims become the receiver's liability. All UPS/FedEx shipments are flat rate insured for \$100 per box. All obligations for lost or damaged orders after the flat rate insurance are the responsibility of the purchaser.

HIGHLY RECOMMENDED: If you would like to purchase additional insurances it must be noted and purchased at time of order. Blanket insurance can be purchased for all orders. Any claims processed for the insured amount and will only be fulfilled upon approval by the shipping company.

Return Policies

Alleged Defective Returns:

M. Eagles Tool Warehouse makes no warranty with respect to the goods displayed by The Nation's Automotive Tool Box flier, or web site herein. Only such warranties made by the manufacturers as may otherwise be applicable shall apply to such goods, for which warranties by others, if any, M. Eagles Tool Warehouse assumes no obligation. We hereby expressly disclaim any and all warranties, express and or implied, including implied warranty of merchantability or fitness for a particular purpose. Further, Eagles neither assumes nor authorizes any other person or party to assume for it, any liability in connection with the sale of all goods. Under no circumstances shall Eagles be liable for incidental or consequential damages arising from the sale of goods. Please refer to the individual manufacturer's current catalog or web site for specific details. In all cases, any tools, equipment or parts purchased from Eagles believed to be defective in workmanship or material should be returned freight prepaid. Any goods showing signs of abuse, misuse or alteration, do not qualify under any warranty program. Our full obligation is based on the manufacturer's examination and is limited to the replacement of any part or parts believe to apply under their warranty policy. Alleged defective goods proof of purchase will be necessary before any alleged defective goods can be forwarded to the manufacturer.

New and Warranty Returns:

M. Eagles Tool Warehouse will accept any new returned item purchased from its warehouse stock* provided it is in New condition, unopened, not shelf or truck worn, and still listed in the manufacturers most current price sheet (*a list of exclusions is available upon request). Items must be returned in their original box or packaging and will be accepted only within ninety days of purchase. Items on clearance, final sale and not in the current manufacturer's price list are excluded under the previously stated terms. Special order items may not be eligible for return and are subject to a 30% restocking charge. New returns cannot exceed more than 5% of the total purchases made in the prior month. Warranty returns cannot exceed 15% of prior month purchases. All credits will be issued at the current sale or net purchase price; Stock returns (that are approved) in excess of the allotted amount will be subject to a 30% handling charge. Some exceptions may be made due to extenuating circumstances.

Return Procedures

We have a no-hassle return policy, but for your benefit we ask you to download our RGA form and submit by text or email with reason and list of product to be returned. Return of merchandise does not qualify for credit until checked in and verified as acceptable by the return department. Any returned items not purchased from M. Eagles Tool Warehouse will be sent back with your next order.

To facilitate accurate and speedy processing of returns please prepare them under the following guidelines:

Prepare a legible itemized list of all items being returned by quantity, then manufacturer and part number.

Indicate the reason for return, either new or defective (not both).

Separate all products by new or defective to avoid damage of any new products being returned.

Double box all merchandise to go through the rigorous freight carriers system of transportation.

Insure each box for an accurate value. Shortages will be the shipper's responsibility. Notice of any shortage will be shown on the itemized credit memo returned with shortage on.

Repairs

Repairs should be sent directly to an authorized repair center with dated proof of purchase if an alleged warranty. Eagles will only act as a shipping agent if repairs are sent back to the warehouse with your return.

Payment

Payment terms are as arranged by prior agreement with M. Eagles Tool Warehouse. Use of this web site authorizes M. Eagles Tool Warehouse to bill your account or charge your credit card as indicated in the closing steps of order conclusion. A certified tax resale certificate from the state must be on file. Failure to comply may result in taxes being charged to your account. Accounts that have a past due balance of more than sixty days will be subject to a 1-1/2% finance charge.

Web Site Security and Updates

We are using the latest technology to keep your account privacy secure. We take this very seriously. Our site is maintained daily, with real-time updates so customers can take advantage of weekly specials and other select offers. Our inventory is live which will enable you to accurately order according to your stocking needs. Your account history is available at all times and orders can be checked and verified before and after invoicing. Your web ID and password is specific to each user. Accounts can have multiple users, each with their own password. There is no need to share ID codes. Sub account users will have all privileges as the account owner. The account owner or manager must provide in writing authorization for sub account users before they are activated. Registration of sub account users will be accepted, but not activated until authorization has been confirmed. All liabilities and responsibilities for order placement over this web site will be the responsibility of the account manager. We make every effort to ensure that the prices listed on our website and print advertisements are accurate. M. Eagles Tool Warehouse Incorporated will not be held liable for any typographical errors or prices listed in error, furthermore any inaccuracies related to items' descriptions, images, and/or prices. Basic policies as stated are subject to change. Please contact any inside sales representative for verbal consultation to help aid with service needs.