



## Authorized Mace Dealer Application

Please fill out the attached forms and send them to us by fax or email.

Fax: (954) 585-6225 | Email: [sales@macepro.com](mailto:sales@macepro.com)

## STANDARD TERMS & CONDITIONS

MACE SECURITY PRODUCTS, INC., a wholly owned subsidiary of MACE SECURITY INTERNATIONAL, INC.

### Terms & Condition of Sales

Products and services purchased directly from Mace Security Products, Inc. (hereinafter Mace) are expressly subject to and conditioned upon the terms and conditions set forth below. Any different or additional terms set forth by purchaser (hereinafter Customer), whether in Customer's purchase order or another communication, are expressly objected to and will not be binding on Mace unless agreed to in writing by Mace executive management.

**Sales and Payment Terms.** Unless otherwise agreed in writing and granted by Mace, terms are cash in advance or up to net 30 days for credit accounts. Unless otherwise noted, shipping charges are prepaid by Mace using its preferred carrier for standard domestic ground service, and will be invoiced to customer. Past due accounts will be subject to the maximum legal rate of interest or 1.5% per month, whichever is less. If a Customer's account becomes past due, Mace may ship products on an cash in advance basis, or may refuse shipments until the account is paid in full. If a delinquent account is sent to collections, Customer is responsible for all collection and attorney fees.

**Prices.** Products and services will be invoiced at prices in effect as of date of shipment (invoice date), and exclude applicable taxes, shipping and transportation charges. Prices are not necessarily valid for other current and future sales. Any and all invoice errors must be disputed within 30 days of invoice date and are subject to correction by Mace.

**Limited Warranty.** Mace warranty periods may vary by product, unless otherwise published, the standard warranty period is 12 months from original date of purchase shipment (invoice date). Mace warrants that its products are free from defects in workmanship and materials, and will conform to Mace published specifications. The warranty does not cover, and Mace does not warrant: (1) batteries of any type used in connection with products furnished, (2) product defects or failures as a result of misuse, modifications, alterations, improper installation or maintenance, catastrophe, or failure to conform to any applicable recommendations by Mace., (3) products that have removal of serial numbers or any other inventory control measures or mechanisms. Mace disclaims and makes no implied warranties, including the warranty of merchantability and suitability or fitness for a particular purpose.

Mace assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the products. Mace's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the products shall not exceed the price paid by the original purchaser from Mace for such products. In no event will Mace be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Mace or otherwise.

If any product fails to meet the limited warranty, Mace shall, at its option, correct any such failure by repairing any defective or damaged parts, or make available any necessary repaired or replacement parts. Mace reserves the right to replace any product under warranty with new, refurbished or remanufactured product. Mace will not be responsible for labor costs of removal or reinstallation of products. The repaired or replaced product is then warranted under the terms of the limited warranty for the balance of the term of the warranty or for 90 days, whichever is longer. For any warranty claim, contact Mace customer service for a return material authorization (RMA).



SECURITY PRODUCTS

**Return Material Authorization.** Contact Mace customer service to request authorization for a product return. If the request is approved, Mace will issue a return material authorization (RMA) acknowledgement number. Return the product with a signed copy of the RMA form, in the original or equivalent packaging, freight prepaid, to the designated Mace location, with the RMA acknowledgement number identified on the outside of the package. Do not return product for repair, replacement, credit, or restock without authorization from Mace. If product is returned without authorization, it may be returned (without repair) to the sender at their expense. Any and all shipping charges associated with products being returned to Mace for any reason, are to be assumed by, and are the full responsibility of the sender. Mace will pay for shipping charges when returning replacement or repaired products covered under the limited warranty, using its preferred carrier for standard domestic ground service.

**Advanced Replacement.** Advance replacement products may be new, refurbished or remanufactured products at Mace’s discretion in accordance with its limited warranty terms. Mace will offer a new advance replacement of a defective product that has failed within 60 days of original date of purchase shipment (invoice date). Advance replacement will only be processed with (1) a signed Credit Card Charge authorization form, or (2) purchase order invoiced at shipment and credited upon receipt of the defective product returned within 15 days. For advance replacement requests, contact Mace customer service for return material authorization.

**Non-Warranty Repair.** Customer will be quoted and charged Mace standard repair rates and shipping costs for servicing non-warranty products. Payment is accepted by credit card or purchase order for credit accounts. Factory repairs are granted an extended warranty of 90 calendar days from the date of shipment (invoice date). For non-warranty repair requests, contact Mace customer service for return material authorization.

**Credit Returns.** No returns for credit or refund will be accepted without an approved return material authorization. Mace will refund or credit new, standard production items that are unused and in original shipping cartons, for a period of 60 days from the original date of purchase shipment (invoice date). However, any returned product is subject to a 20% restocking fee if a credit return request comes more than 30 days after the original ship date. Returns for refund or credit beyond 60 days from original shipment date will be denied. All returns are subject to Mace inspection and approval.

**Product Design & Specifications.** Mace reserves the right to make changes in design and specifications of any of its products without incurring any obligation to notify customers or to make the same change to products previously purchased.

Acknowledgement:

**Mace Authorized Distributor/Reseller/Dealer**

Company: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Company Name

Address

City  State  Zip

Years in Business  Annual Revenue

Website

Primary Contact

Email  Phone  Fax

Sales Contact

Email  Phone  Fax

Accounts Payable Contact

Email  Phone  Fax

Accounts Receivable Contact

Email  Phone  Fax

Receiving Contact

Email  Phone  Fax

Technical Contact

Email  Phone  Fax

Returns Contact

Email  Phone  Fax

Are you licensed for low-voltage CCTV Installations? YES  NO

What other Business Licenses do you have? Please list.

Have you read and agreed to the Mace Dealer & Reseller terms and conditions? YES  NO

If no, please explain:

Please answer the following questions so that we may assist you better:

1. What major vertical markets and industries does your business cover?

2. What is your business coverage area?

Local       Regional       National       International

3. Please give us additional details in terms of specific region, cities, states or countries that you cover with your business:

4. What percent of your business is

\_\_\_\_ % CCTV      \_\_\_\_ % Access Control      \_\_\_\_ % Alarm/Intrusion      \_\_\_\_ % Other

5. What security product manufacturers do you prefer doing business with?

6. Why do you prefer working with the security product manufacturers you mentioned above?

Price       Reliability       Easy Install  
 Your techs are familiar and you don't want to invest in change       All of them

7. Where do you currently buy the majority of your security products in each category?

8. Why do you buy there?

Customer Service       Price       Availability       Special Perks  
 All of the above

9. Estimated monthly purchases:

10. Are you interested in receiving leads from Mace Security Products for your territory? YES  NO

11. Will you do Sub Work? If so, what is your coverage area and expertise?

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# CREDIT APPLICATION

SECURITY PRODUCTS

Please Type or Print

**Include the following with your application:**

- Standard Tax Resale Certificate
- Financial Statements (Only required for credit lines of \$20,000, or more.)

Business Name: \_\_\_\_\_ Date: \_\_\_\_\_

Dun and Bradstreet No. (If any): \_\_\_\_\_

Billing Address: \_\_\_\_\_ County: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax: \_\_\_\_\_ Date Business Started: \_\_\_\_\_

Type of Ownership (check one): \_\_\_\_\_ Proprietorship \_\_\_\_\_ Partnership \_\_\_\_\_ Corporation

Landlord: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

### CORPORATION

President: \_\_\_\_\_ Chief Financial Officer: \_\_\_\_\_

### PARTNERSHIP

Partners' Names: \_\_\_\_\_

\_\_\_\_\_

Type of Partnership: \_\_\_\_\_ Date Formed: \_\_\_\_\_

(general, limited, etc.)

### SOLE PROPRIETORSHIP

Owner's Name: \_\_\_\_\_

### BANK REFERENCE

1. Bank: \_\_\_\_\_ Branch: \_\_\_\_\_ Acct. No.: \_\_\_\_\_

Phone No.: \_\_\_\_\_ Person to Contact: \_\_\_\_\_

### CREDIT REFERENCES

1. Creditor: \_\_\_\_\_ Phone No. \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Year Account Opened: \_\_\_\_\_ Credit Line \$ \_\_\_\_\_ Acct. No. \_\_\_\_\_

2. Creditor: \_\_\_\_\_ Phone No. \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Year Opened: \_\_\_\_\_ Credit Line \$ \_\_\_\_\_ Acct. No. \_\_\_\_\_

3. Creditor: \_\_\_\_\_ Phone No. \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Year Opened: \_\_\_\_\_ Credit Line \$ \_\_\_\_\_ Acct. No. \_\_\_\_\_

4. Creditor: \_\_\_\_\_ Phone No. \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Year Opened: \_\_\_\_\_ Credit Line \$ \_\_\_\_\_ Acct. No. \_\_\_\_\_

### SALES INFORMATION

Type of Business (check one): \_\_\_\_\_ Distributor \_\_\_\_\_ Dealer \_\_\_\_\_ Installer \_\_\_\_\_ Retailer

Is PO Number Required? \_\_\_\_\_ Yes \_\_\_\_\_ No

If NO, List Approved Buyers: \_\_\_\_\_ Contact Name \_\_\_\_\_ Telephone Number \_\_\_\_\_ Function \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Partial Deliveries Allowed: \_\_\_\_\_ Accepted \_\_\_\_\_ Denied

CONTINUED ON BACK

**CREDIT AGREEMENT**

In the event the foregoing applicant for credit is accepted and approved the applicant (hereinafter called the "customer") agrees to the following terms and conditions.

- A. The cash sales price for all materials and services purchased by the customer is due within 30 days after the date of the invoice.
- B. Interest shall be paid by the customer on all past due invoices at the lessor of an annual rate of 18% or the maximum allowable by law. No interest, but the amount allowed by law will be charged on balances which are outstanding as of the date of the execution of this Agreement, but any payments made will be applied first to reduce principal balances outstanding as of the date of this execution of this Agreement.
- C. Customer agrees that if any invoices go beyond 30 days past due, all invoices become due and payable upon demand, and in such case, if vendor deems it necessary to seek outside assistance for recovery, customer agrees to pay all costs of collection (not less than 25%, but not more than 33%), as well as court costs and reasonable attorney's fees, through and including the appellate level.
- D. Seller, hereby retains a security interest in all materials and services purchased by customer under this agreement to secure payment of the same, and all delivery tickets and invoices pertaining to sales by seller to all incorporated herein by reference. In case of non-payment by customer for an invoice or invoices, seller shall have the right to repossess and sell items purchased under this agreement in accordance with the applicable provisions of the TEXAS BUSINESS COMMERCE CODE or other laws governing jurisdictions outside the State of Texas.
- E. All payments agreed to under this agreement shall be paid to seller at its offices located in Lewisville, Denton County, Texas.
- F. Customer hereby authorized all companies and financial institutions to release credit information to seller.

The foregoing application for credit and credit agreement has been completed for the purpose of securing credit from seller, and the undersigned hereby acknowledges the truthfulness and accuracy of the information herein provided. Further, the undersigned has read the foregoing application for credit and credit agreement, and agrees that the applicant named herein is hereby bound by its terms conditions, and hereby states that he/she has the authority to bind the applicant to this agreement, and that in the event the financial condition of the customer becomes substantially impaired, the below signatory will so notify seller.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_  
*(authorized agent)*

Title: \_\_\_\_\_

**PERSONAL GUARANTEE**

The undersigned a (check one or more)  Shareholder  Director  Officer  General Partner of the applicant does hereby agree to the above terms and conditions stated, and assumes a personal liability for payment of said applicant's account. Undersigned authorizes seller to investigate the personal credit history and to obtain credit bureau reports on the undersigned.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_ S.S.N.: \_\_\_\_\_

Print Name: \_\_\_\_\_

**FOR OFFICE USE ONLY**

Date \_\_\_\_\_ Sales Rep: \_\_\_\_\_ Payment Requesting \_\_\_\_\_

Order Number \_\_\_\_\_ Account Number \_\_\_\_\_

Order Amount \$ \_\_\_\_\_ Yes \_\_\_ No \_\_\_

This request is (Please check one) High \_\_\_\_\_ Standard \_\_\_\_\_

Requested Credit Limit: \$ \_\_\_\_\_

Company Code \_\_\_\_\_ Sales District \_\_\_\_\_ Pricing Group \_\_\_\_\_

Sales Organization \_\_\_\_\_ Sales Office \_\_\_\_\_ Price List Type \_\_\_\_\_

Distribution Channel \_\_\_\_\_ Sales Group \_\_\_\_\_ Clerk \_\_\_\_\_

Division \_\_\_\_\_ Customer Group \_\_\_\_\_ Account Group \_\_\_\_\_