



Telephone: 678-528-1388

Fax: 678-278-9051

CUSTOMER PROFILE

PLEASE PRINT – COMPLETE THE FORM FULLY AND SIGN BELOW – ATTACH A COPY OF YOUR RESALE CERTIFICATE

Company Name: _____

Tax Id# _____

Phone #(_____) _____ Fax #(_____) _____

EMAIL _____

Website _____

Billing Address: _____

City _____

State _____ Zip Code _____

Shipping Address: _____

City: _____

State _____ Zip Code _____

Owners Name: _____ Years in business _____

Buyers Name: _____ Type of business _____

Accounts Payable Contact _____

Phone #(_____) _____ Fax # (_____) _____



RETURN COMPLETED PROFILE ALONG WITH A COPY OF YOUR RESALE CERTIFICATE

Signature Keepsakes
4405 New McEver Road, Suite 100
Acworth, GA 30101-1433

Customer Service: 678-528-1388
Fax: 678-278-9051

TERMS AND CONDITIONS OF SALE

MINIMUM OPENING ORDER & RE-ORDER

- No Minimum opening order for new accounts.
- All personalized orders must be received in writing either by fax, email or ordered online

PLACING AN ORDER

- Call your account manager or one of our customer service representatives at 800.646-1380.
 - Customer Service hours are 9:00am to 5:00pm EST
 - Orders may also be faxed to 678-868-2242
- Easy online ordering is also available at www.signature-keepsake.com

PAYMENT METHODS

Credit Card Orders

- MasterCard, Visa, American Express accepted.
- Declined credit card orders will be returned to stock after 7 business days.

RETURN POLICY

- Signature Keepsakes must be notified within 5 days of receipt of any damaged or defective merchandise.
- All returned items are required to have a Return Authorization number. Any merchandise returned without a RMA# will be refused.
- You are responsible for paying freight charges on all items returned through no fault of our company.
- Returns may be subject to a 20% restocking.
- A copy of the invoice or the shipping document must accompany all returned merchandise.
- Merchandise must be in the original packaging and in the original condition. No credit will be issued for items returned damaged or broken. All returns must be free of price stickers or markings.
- Any item that is made to order is not returnable. (i.e. engraving)
- All refused shipments will be charged a 20% restocking fee in addition to inbound and outbound freight. Terms will be changed to prepay-credit card.

INTERNET AND DROP SHIP

- A signed release is required to add Signature Keepsakes product images to your website
- No minimum re-order.

ADD ONS & BACKORDERS

- Add-ons must be placed the same business day as original order.
- All backorders will remain open unless there is communication with Signature Keepsakes within 30 calendar days.
- Backorders in excess of 30 days will be cancelled.
- If you do not wish to receive backorders, you may request to have your account coded to cancel all backorders
- Backorders are subject to shipping charges

PRODUCT RELIABILITY

- Every effort is made to ensure that the product you order is as it appears in the catalog, due to the availability of raw materials and the handmade nature of some items, variations and substitutions may occur

SHIPPING INFORMATION

- UPS
- Air shipments available
- F.O.B. Acworth, GA 30101

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www.Signature-Keepsakes.com • Info@Signature-Keepsakes.com