



# DESIGN SUPPLY DOORS, LLC

## CUSTOMER CREDIT APPLICATION AND POLICIES

**As of: July 2024**

To our Valued Customers,

Enclosed you will find our current credit application and customer policies.

We look forward to partnering with you on your upcoming project or general door and hardware needs.

Please note that some of these policies have recently been updated. Should you have questions or concerns, please reach out to the key contact below.

**KEY ACCOUNTING CONTACT:**

Accounts Receivable:

[AR@dsdoors.build](mailto:AR@dsdoors.build)

**SALES CONTACT:**

Bid Invites & General Sales Requests:

[sales@dsdoors.build](mailto:sales@dsdoors.build)

**COMPANY INFORMATION:**

Address: 6800 E. Truman Rd  
Kansas City, MO 64126

Phone: 816-483-5100

Website: [www.designsupplydoors.com](http://www.designsupplydoors.com)

# CUSTOMER CREDIT APPLICATION

BUSINESS CONTACT INFORMATION			
Company Name		Years in business	Tax Exempt Cert #:
Phone   Fax		<input type="checkbox"/> Sole proprietorship	
E-mail		<input type="checkbox"/> Partnership	
Registered company address City, State ZIP Code		<input type="checkbox"/> Corporation <input type="checkbox"/> Other	

BUSINESS AND CREDIT INFORMATION (REQUIRED*)			
Owner(s)*:		Bank Name	
A/P Contact Name*:		Bank Address	
A/P Phone*		Bank - Primary Contact	
A/P E-mail*		Bank - Phone or Email	
Requested Amount*		Type of account	<input type="checkbox"/> Savings <input type="checkbox"/> Checking <input type="checkbox"/> Other

BUSINESS/TRADE REFERENCES (*ALL 3 REFERENCES REQUIRED)			
Company name*		Phone*	
Address		City, State ZIP Code	
Contact Name*		Title*	
E-mail*		Type of account	
Company name*		Phone*	
Address		City, State ZIP Code	
Contact Name*		Title*	
E-mail*		Type of account	
Company name		Phone*	
Address		City, State ZIP Code	
Contact Name*		Title*	
E-mail*		Type of account	

## AGREEMENT

**We certify that all information on this form is correct. We fully understand your credit terms (attached) and agree to the proper payment in consideration of extended credit, Net 30 Days from date of purchase. Failure to pay for building materials may result in the filing of a mechanical lien.** By submitting this application, you authorize DESIGN SUPPLY DOORS LLC. to make inquiries into the banking and business/trade references that you have supplied.

SIGNATURES			
Signature		Signature	
Name and Title		Name and Title	
Date		Date	

**Corporate Officer or Owner signature required.**

# COMPANY CREDIT & PAYMENT POLICIES

## CREDIT ACCOUNTS:

- Design Supply Doors, LLC payment terms are Net 30 days from the date of invoice. If the account is not paid per terms, the account will be placed on a C.O.D. basis.
- **Returned Check Policy:** If a check made payable to Design Supply Doors is returned for any reason, your account will be placed on hold, and you will be charged a "Return Check Fee" of \$30.00 on each invoice paid with a returned check. When the check amount and all fees are paid account hold will then be released.
- No shipments are made to accounts showing a balance due over 60 days until such amounts are paid.
- Chronic late payments may result in the account being placed on a permanent C.O.D. basis.
- There is a **1.5% per month** finance charge on past due unpaid account balance.
- Customer is to pay any and all attorney's fees in the event that outside collection efforts become necessary.
- Return Policy:
  - See separate sheet.
- **Notice to Owner:** Failure of the contractor to pay those persons supplying material or services to complete this contract can result in the filing of a mechanical lien on the property which is the subject of this contract pursuant to Chapter 429, RSMO. To avoid this result, you may ask this contractor for "Lien Waivers" for the work described in this contract. Failure to secure lien waivers may result in your paying for labor and materials twice.

## C.O.D. / CASH ACCOUNTS:

- All "Stock Material" Orders will be processed as C.O.D
- All "Non-Stock Material" Orders or Orders which require fabrication in our shop must be Prepaid 100%. We will not order any material and/or schedule any shop tickets that have not been prepaid.
- Lead times will start once payment has been received.
- We accept Visa, Master Card, & American Express.
- We accept checks. (Orders are released once checks clear the bank)
- All other policies remain in effect per signed "Company Policy" form.

I fully understand and accept Design Supply Doors credit terms. I assume responsibility for payment of all debt incurred in consideration of extended credit.

### Corporate Officer or Owner Signature Required

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

Authorized Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

# CREDIT CARD POLICY

Design Supply Doors offers two ways in which a customer may pay his/ her invoice with a credit card – in-person at our office or online.

**A convenience fee will be applied to all credit card payments processed online.**

**Online Payment Portal:**

<https://heartlandpaymentservices.net/webpayments/DesignSupplyDoors/bills>

We will continue to accept credit cards with the following conditions:

1. Cards must be presented in person or processed through the online payment portal.
  - a. We will not accept credit card payments over the phone.
2. Cardholder must be present with I.D. (we will ask)
3. If using a company card without your name on it, we need prior written authorization signed by an officer of your company with a list of all authorized signer names. We will retain this list in your account file and will ID signers.

## MATERIAL RETURN POLICY

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The material return policy for all orders and customers of Design Supply Doors is as follows:

- No merchandise may be returned for credit without written approval.
- Materials must be returned **no later than 45 calendar days** following the date of delivery of material to the customer.
- The buyer is responsible for freight costs incurred to return the merchandise. Any product returned “freight collect” will be rejected.
- Due to the custom design and specifications, certain materials are not subject to return, as noted below.
- All materials must be returned in their original condition with **ALL** original parts.
- **Credit is not guaranteed and must be approved by DSD, following return and inspection of materials.**

### **MATERIALS:**

- Wood Doors **No Returns**
- Hollow Metal (Doors & Frames) **No Returns**
- Hardware **Minimum 55% Restocking Fee**
  - Non-Stock Items: Subject to supplier restocking policy, fee, and credit approval.
- Toilet Access. / Misc. **Minimum 55% Restocking Fee**
  - Non-Stock Items: Subject to supplier restocking policy, fee, and credit approval.

*The material return policy applies to all materials except in a case of DSD error on approved customer orders.*

Acknowledged By: \_\_\_\_\_

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

## PRIVACY POLICY

We respect and are committed to protecting your privacy. We may collect personally identifiable information through various documents or when you visit our website.

We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.

**DESIGN SUPPLY DOORS LLC. – STANDARD TERMS AND CONDITIONS:  
REV – 06.2022**

**Pricing.** Pricing is valid for 30 calendar days from date of issue, unless otherwise noted. Proposal is based on acceptance of entire package, any changes to above scope may affect the values shown above. All labor if applicable has been quoted as straight time, prevailing wages excluded. All pricing terms are confidential, and Buyer agrees not to disclose them to any third party. Due to the current price fluctuations in manufacturing, all orders received and accepted must have material ordered within 60 calendar days of the date of the proposal - not date of acceptance. If a customer does not approve full quote within 30 calendar days and/or release material for order prior to 60 calendar days of the date of the proposal - pricing is subject to increase based on current market pricing. If either or both timeline terms are not met, a revised proposal with current pricing will be provided to the customer for approval prior to order being released to production or purchasing.

**Lead Times.** Material is subject to manufacturers standard lead times. Delivery dates are estimates and not guarantees, Buyer understands and agrees to reasonable delays in delivery.

**Payment Terms.** All orders are subject to credit approval. The Standard terms are Net 30 Days, No Retainage. Payments shall be paid within 30 days after receipt of invoice or COD if Buyer does not have an account. Past due invoices are subject to 1.5% monthly finance charges. No shipments are made to accounts showing a balance due over 60 days until such amounts are paid. Chronic late payments may result in the account being placed on a permanent C.O.D. basis. Customer agrees to pay all 3rd party fees in the event that outside collection efforts become necessary.

**Changes to the Work and Change Orders.** Any change in the Work, work outside the scope of the Work Authorization, any adjustment in the compensation due or any time extension with respect to the Work shall be authorized in advance by a mutually signed "Change Order." Any changes to products or quantities will affect the prices quoted, and if they occur after submittal preparation, may be subject to additional administrative handling costs.

**Return Policy.** No merchandise may be returned for credit without written approval. A minimum 55% handling and restocking fee will be assessed for Hardware material returned. The buyer is responsible for freight costs incurred to return the merchandise. Any product returned freight collect will be rejected. Due to the custom design and specifications for many of our products, certain materials such as Wood Doors, Hollow Metal Doors and Frames are not subject to return. All non-stock material returns are subject to the supplier's restocking policy, fee and credit approval.

**Shipping and Delivery.** All pricing is based on the products listed, or equal, delivered to the jobsite in a single shipment allowing the manufacturers' standard lead times, unless stated otherwise above. Split shipments, phased shipments, or rush orders may require additional charges. Unloading, storage, clean-up, and security for this material is the Buyer's responsibility.

**Termination.** Seller shall have the right to terminate this Agreement by giving written notice to Buyer if Buyer fails to perform any of its obligations hereunder and such failure continues for a period of 10 days after receipt by Buyer of written notice from Seller specifying such default.

**Jurisdiction.** The seller operates from Kansas City, Missouri. Any claim relating to this project shall be governed by the substantive laws of the State of Missouri, without regard to its conflict of law provisions, and Buyer agrees that jurisdiction and venue in any legal proceeding arising out of or relating to any of the foregoing shall be exclusive in the state court located in Jackson County, Missouri or the United States District Court for the District of Missouri. Buyer agrees to the exclusive jurisdiction of the federal and state courts located in the State of Missouri, and waives any jurisdictional, venue, or inconvenient forum objections to such courts, unless otherwise specified in subsequent contract agreements between Buyer and Seller.

**Force Majeure.** As used herein, "Force Majeure" means circumstances beyond the control of the Party thereby affected, including, but not limited to, acts of God, fire, flood, windstorm, earthquake, explosion, riot, sabotage, war, terrorism, threat of terrorism and any resulting security measures, strikes or other concerted work stoppages, lockouts, injunctions, civil unrest, inability to obtain raw material, supplies or energy, unscheduled outages or shutdowns or the loss of any necessary utility. Any delay in or failure of performance of either Party caused by a Force Majeure event shall not constitute a default under the contract or give rise to any claim for damages. The Party affected by Force Majeure shall use reasonable efforts to minimize the effect and duration of such Force Majeure event, and shall inform the other Party in writing as soon as possible, but no later than seven (7) business days from the commencement of the Force Majeure event. Provided such notice is given, the obligation affected by a Force Majeure event shall be automatically and exclusively extended for a time equal to the delay caused by such Force Majeure event, except that no extension shall be granted if such Party's performance would have been delayed by the Party's fault or negligence. Buyer agrees under no circumstance shall Buyer be entitled to any damages, direct or indirect, resulting from the Force Majeure event.

**Notices.** All notices, requests, demands, and other material communications hereunder shall be in writing. Any notice communicated verbally must be confirmed in writing.

**Customer Initials** \_\_\_\_\_