

# Sea Dwelling Creatures, Inc.

5515 W. 104<sup>th</sup> St. Los Angeles, Ca 90045

310 676-9697 fax 310 676-9699

## New Customer Check List

Dear New Customer,  
Attached please find all the paperwork required to establish your account.  
Please make sure to fill out each piece in full, sign and date.  
Incomplete packets or packets missing information  
Cannot be processed.

Return completed packet via fax.

Below is a checklist for you to insure a completed packet.

- |                            |                          |
|----------------------------|--------------------------|
| New Customer Information   | <input type="checkbox"/> |
| Terms & Conditions         | <input type="checkbox"/> |
| *Credit Card Authorization | <input type="checkbox"/> |
| Copy of Business Lic.      | <input type="checkbox"/> |

\*If a credit card authorization form is not returned, your shipment will be sent  
COD MONEY ORDER.

### Additional Requirement For California Customers Only:

- |                               |                          |
|-------------------------------|--------------------------|
| Blanket Certificate of Resale | <input type="checkbox"/> |
|-------------------------------|--------------------------|

Thank you for taking your time to complete our paperwork process!  
We thank you for your interest in Sea Dwelling Creature, Inc.  
We look forward to serving your needs!



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## New Customer Information

### Business Information:

Type of Business:  Retail Store  Service Business  Educational Institution  Public/Private Aquarium

Referred by:(Name of Magazine, Company, Trade show or Other)\_\_\_\_\_

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

Main Telephone: ( )\_\_\_\_\_

Address:\_\_\_\_\_

Fax: ( )\_\_\_\_\_

City:\_\_\_\_\_

Alt. Phone: ( )\_\_\_\_\_

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

Email: \_\_\_\_\_

Contact Person(s):\_\_\_\_\_

Alt. Contact Name(s): \_\_\_\_\_

Alternate Phone No.: ( )\_\_\_\_\_

( )\_\_\_\_\_

\*(California Customers) State Sales Tax Resale #: \_\_\_\_\_ (Must include copy)

### Owner Information:

Owner(s) Name:\_\_\_\_\_ Drivers Lic. #:\_\_\_\_\_

Home Address:\_\_\_\_\_ State:\_\_\_\_\_ Zip:\_\_\_\_\_

Home Phone: ( )\_\_\_\_\_ Cell Phone: ( )\_\_\_\_\_

Federal Tax I.D.#:\_\_\_\_\_ (Must include copy) SS#: \_\_\_\_\_

### Shipping Information:

#1 Preferred Airline:\_\_\_\_\_ Airport:\_\_\_\_\_

If you prefer to ship with another carrier please list:\_\_\_\_\_

### OFFICE USE ONLY:

Sales Rep:\_\_\_\_\_ Cutomer #:\_\_\_\_\_ Terms:\_\_\_\_\_

Terms & Conditions Received:\_\_\_\_\_ Credit Card Info Received:\_\_\_\_\_

Business License Received:\_\_\_\_\_ Sellers Permit Received:\_\_\_\_\_ Federal Tax ID:\_\_\_\_\_

CC to Sales Rep:\_\_\_\_\_ Addedd to Fax/Email list By: \_\_\_\_\_ Added to Mas 200 by: \_\_\_\_\_

Special Notes about account:\_\_\_\_\_



# Sea Dwelling Creatures, Inc.

5515 W. 104<sup>th</sup> St. Los Angeles, Ca 90045  
PHONE (310) 676-9697 FAX (310) 676-9699

## **Terms and Conditions for Dealers – Effective JAN 2015**

Page 1 of 2

Sea Dwelling Creatures services Pet Retailers, Industry Professionals, Public Institutions and Educational Institutions. Resellers who do not have a "Retail Storefront", may be subject to a service fee of up to 25%.

Orders are shipped Monday - Thursday. Minimum orders are \$350. On Monday's, there may be a \$25 service charge for orders under the \$350 minimum. Tuesday's - Thursday's, there may be a \$15 service fee for orders under the \$350 minimum. In order to help ensure that you are not charged a service fee due to a low fill rate, please inform your sales rep, at the time of the order, what items you would like substituted in case some items are not available when the order is being packed.

We cannot guarantee same day shipping for same day or next day arrival. We recommend placing your order one or two days before your requested shipping day.

All prices are U.S. dollars, F.O.B. Los Angeles, California. Due to the frequent fluctuation in fuel and security surcharges associated with the collection and shipping of Tropical Fish, our prices are subject to change without notice. Orders are filled to the best of our ability. We cannot anticipate precisely what items will be available for sale until just prior to screening and shipping of your order. To better fill your order, we will substitute (up or down one size only) if the size you specified is not available. If you prefer not accept size substitutions for any particular item or shipment, please notify your sales rep. Box charges are \$6.00 for small, \$7.00 for medium and \$9.00 for large boxes. Heat/Gel packs are provided as climate conditions dictate for \$1.25 each. Please notify your sales rep of any strenuous weather conditions in your area.

SDC packs all shipments for 48 hours of transit time (under non-extreme conditions). All shipments are made in good faith via the best possible carrier and routing. Should any carrier mishandling or delay occur, **consignees must pick up shipments regardless of the circumstances**. Refusal of a shipment, for any reason, voids any and all claims by both the consignee and the shipper on the carrier. Shipments must be picked up within 3 hours of arrival or when made available by the carrier. SDC cannot guarantee delivery time or be responsible for inconveniences caused by carrier delay or mishandling. If transit time is greater than 48 hours (after the originally scheduled flight departure), or if boxes arrive damaged, the shipment must be inspected upon acceptance and any problems, damages or losses should be noted and acknowledged by an airline representative, and the consignee must obtain a claim form at the time of pick-up. The inspection report, claim form, DOA list and a copy of the paid air-bill must be faxed to SDC within 48 hours of receipt. Failure to follow any of the procedures above may void any claims to be paid by the carrier or SDC. If the above procedures are followed, SDC will issue 50% of the livestock claim on the next invoice, and the balance will be issued if and when the claim is paid in full by the airline.

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## Terms & Conditions for Dealers (Con't) page 2 of 2

### Guarantee:

Live arrival is only guaranteed on **direct flights** (non-transfer flights) for losses above 3% of the value of your shipment. All DOA credits are issued on your next order, and are valid for up to 60 days from the original shipment date. Product selected in-person, by your company representative, is not guaranteed. Shipments sent via FedEx services have a maximum guarantee of \$100 per box, plus the freight cost. **ALL DOA claims of 10% or greater must be accompanied by a photograph, sent to your sales representative within 24 hours of receipt of your shipment.**

**Orders less than \$350.00 are not guaranteed.** All Sharks and Sting Rays are not guaranteed. Fish or Invertebrates valued more than \$100.00 are not guaranteed. Your prompt feedback is very important to our ongoing efforts to maintain our husbandry and our customer service. Any animals that are (in the bag) **"Dead On Arrival" (DOA)** or items that are invoiced, but you **"Did Not Receive" (DNR)** **claims must be reported by fax or email within 24 hours of arrival at your airport. Your claim must be sent on the original SDC invoice with DOA & DNR marked on the line in which they appear on the invoice.** All invoices must be paid in full. All credits are subject to approval by Sea Dwelling Creatures, Inc. Credits are applied to your next order. Any approved credits must be used within 60 days of approval or could be forfeited. Orders that have been packed, and are then canceled, for any reason, are subject to a 15% re-stocking fee.

Orders are shipped Pre-paid. Visa, Master Card, AMEX and Discover are accepted. C.O.D. MONEY ORDER is also accepted, but some restrictions may apply due to Airline Restrictions. Company Checks will NOT be accepted for C.O.D. Money Order shipments. Pre-payment with company check, Pay-Pal or wire transfer can be arranged for those who wish to avoid airline C.O.D. fees (please allow enough time for your check to clear your bank before the shipment is sent). Shipments are sent freight collect unless advanced arrangements are made and approved by SDC. For shipments where the freight is pre-paid by SDC, you will be invoiced upon SDC receiving a bill from the carrier. In some cases, freight invoices may be issued as long as 30 days after you received your shipment. Any invoices that result from SDC pre-paying the freight are due immediately and will be charged to the credit card on file.

I agree by signing below to personally guarantee to Sea Dwelling Creatures, Inc. any obligations that may become due. I understand that I am personally responsible for any balances on this account, and I am liable for any additional charges that may be incurred by Sea Dwelling Creatures, Inc. as a result of collection and/or legal proceedings. There will be a \$25.00 fee charge for any returned check. A 1.5% monthly finance charge will apply on any open balances beyond terms. Unauthorized "Crossing out" or "Striking through" any contents of this document, without the written consent of SDC ownership, DOES NOT release the customer from those TERMS and CONDITIONS.

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

Print Name of Owner/Officer: \_\_\_\_\_ Title: \_\_\_\_\_

Signature of Owner/Officer: \_\_\_\_\_

Initial Here for Page 2: \_\_\_\_\_



# SEA DWELLING CREATURES, INC.

5515 W. 104<sup>th</sup> Street Los Angeles, CA 90045 (310) 676-9697 FAX (310) 676-9699

## CREDIT CARD AUTHORIZATION FORM



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

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

**ALL INFORMATION MUST BE COMPLETED FOR EACH CARD LISTED**

Is this a CREDIT  or DEBIT  card? Type: AMEX  Discover  MC  Visa

Would you like this card to be the primary card on file? YES  NO

Is this card for a "one time only" purchase? YES  NO  If Yes, which invoice number: \_\_\_\_\_

**(Please enter the numbers that appear on the face of your credit card)**

Card #1: \_\_\_\_\_ Expiration Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Security Code: \_\_\_\_\_

*This is the 3-4 digit no. found on front of your AMEX above CC# or on back of your VISA/MC/DISCOVER in the Signature area*

Name as it appears on card: \_\_\_\_\_

Billing address of cardholder: \_\_\_\_\_

Signature of cardholder: \_\_\_\_\_

Is this a CREDIT  or DEBIT  card? Type: AMEX  Discover  MC  Visa

**(Please enter the numbers that appear on the face of your credit card)**

Card #2: \_\_\_\_\_ Expiration Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Security Code: \_\_\_\_\_

*This is the 3-4 digit no. found on front of your AMEX above CC# or on back of your VISA/MC/DISCOVER in the Signature area*

Name as it appears on card: \_\_\_\_\_

Billing address of cardholder: \_\_\_\_\_

Signature of cardholder: \_\_\_\_\_

I authorize Sea Dwelling Creatures, Inc. to charge my credit card(s) for any due amount. I agree by signing below to personally guarantee to Sea Dwelling Creatures, Inc. any obligations that may become due.

Upon acceptance of this application, the client agrees to the payment terms stated by the creditor, Sea Dwelling Creatures, Inc. A 1.5% monthly finance charge will apply on any open balances beyond terms. We reserve the right to cancel or change terms based on account performance at any time without notice. A freight charge will apply on any courier service that is scheduled for payment pick-ups. Additional fees may apply. I understand that I am fully responsible for any balances on my account, and I am liable for any additional charges that may be incurred by Sea Dwelling Creatures, Inc. as a result of collection and/or legal proceedings.

In the event that my credit card expires I will provide SDC, Inc., with the new expiration date verbally via telephone.

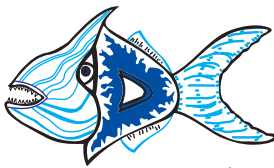
In the event that your credit card/s decline charges for a shipment your order will be sent C.O.D. Certified Funds, unless you have been pre-approved for company check status, and we will notify you of this change by phone or fax. If this is not acceptable please indicate here with your initials \_\_\_\_\_, and we will restock your order and try to reschedule the shipment for a later date (there will be a 10% restocking fee for all orders that are not shipped due to credit card decline).

Please let us know at the time of your order which credit card you would prefer that we charge. Your back-up credit card will be charged in the event that the primary card declines.

**I have read and understand the above conditions.**

Print Full Name: \_\_\_\_\_ Date: \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_



## SEA DWELLING CREATURES, INC.

DISTRIBUTOR/WHOLESALE OF MARINE FISH, INVERTEBRATES & AQUARIUM SUPPLIES  
5515 W. 104TH STREET • LOS ANGELES CALIF. 90045  
PHONE (310) 676-9697 • FAX (310) 676-9699  
WEB SITE: WWW.SEADWELLING.COM

Attn: \_\_\_\_\_

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

Please complete Blanket Certificate of Resale and fax back to (310) 676-9699 ASAP.

*Thank You*

*SDC Accounting Department*

### BLANKET CERTIFICATE OF RESALE

THE UNDERSIGNED CERTIFIES THAT THE FOLLOWING DESCRIBED PROPERTY:  
**MARINE FISH, CORALS & AQUARIUM SUPPLIES**

PURCHASED FROM: SEA DWELLING CREATURES, INC.

AFTER \_\_\_\_\_ IS PURCHASED FOR THE FOLLOWING PURPOSE:  
(Date)

- \_\_\_\_\_ Resale as a tangible personal property.
- \_\_\_\_\_ To be incorporated as a material or part of other tangible personal property to be produced for sale by
- \_\_\_\_\_ Manufacturing, assembling, processing, or refining.
- \_\_\_\_\_ To be exported for sale, use or consumption outside the continental limits of the United States.
- \_\_\_\_\_ To be sold outside seller's state.
- \_\_\_\_\_ Other.

This certificate shall be considered a part of each order which we shall hereinafter place provided such order contains our certificate number. This is to continue in force until revoked in writing.

Seller's Permit No: \_\_\_\_\_

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

**\*\*\*ALL CALIFORNIA CUSTOMERS MUST COMPLETE THIS FORM OR WE WILL CHARGE SALES TAX ON YOUR ORDERS\*\*\***