



NEW DEALER AGREEMENT

PERSONAL CONTACT INFORMATION			
Contact name:		Title:	
Date of Birth:	E-Mail:		Home Phone #:
Home Address:			Mobile #:
City:		State:	Zip Code:
BUSINESS AND CREDIT INFORMATION			
Company Name:		Business Tax ID (EIN):	
Company Address:		Date Business Commenced:	
City:	State:	Zip Code:	
Phone:		Fax:	

All fields above must be properly filled out

Mytotalcall.com does not do personal deliveries. All orders will be shipped out via UPS. All orders submitted by 3:00 pm EST (Credit Card orders and C.O.D. orders [bank certified checks or money orders]) will be shipped same day unless notified. PAYPAL orders will be shipped same day if it is an instant payment. If an e-check is used we will hold your order until your payment completely clears. ACH orders will be held until the ACH transaction has been completed (3-5 business days.)

There is a minimum order requirement of 10 handsets. No orders under the quantity of 10 will be processed. For any shipments that must be interrupted during process, all fees will be passed onto the dealer.

There are additional options that may be added onto your shipment such as overnight delivery, insurance, etc... These options are the choice of the dealer and will be charged and reflected on your order invoice. To make use of any of these options please place a memo at the time of order.

All Sales Representative(s), Dealer Support, Customer Service and RMA Department can be reached during regular business hours. Regular business hours are Monday thru Saturday 9:00am to 6:00 pm EST. Any and all e-mail inquiries will be responded to within 24 hours.

Initial _____



RETURN POLICY

- Return policies will be strictly enforced with no exceptions-
- ALL RMA requests will be completed within 1 week of received date-
- Please make sure to follow the steps below for ALL RMA's-

- All Return Merchandise Authorization (RMA) requests must be made within 30 days of the first call made from the handset by the cellular user. All returns MUST contain all original contents of retail packaging (handsets, batteries, battery doors, accessories, manuals etc...) including the retail package itself.
- ALL RMA requests must have detailed descriptions.
Example: "The speaker volume on the handset is extremely low."
- Any and all shipping costs for RMA's will be at the cost of the dealer. Mytotalcall.com will not reimburse any shipping costs for ANY RMA's.
- Any and all RMA requests for items that the dealer could not sell or is considered "good to sell" will be subject to a 25% re-stocking fee.
- No credits will be issued to the dealer until both the RMA department and manufacturer has approved the RMA request. Any and all requests rejected by both the RMA department and manufacturer will be rejected and returned to the dealer.
- Only manufacturer's defect(s) are considered for RMA. Any and all damages deemed not a manufacturer's defect (physical and water) will be rejected and returned to the dealer. There will be no exceptions!
- Any and ALL Accessories and AIR TIME Card sales are FINAL! There are absolutely no returns on Accessories and Air Time Cards.
- Mytotalcall.com does NOT offer Cash, Credit card, ACH, Check, or PAYPAL refunds. All approved RMA's will be left as a credit balance on your account to use on later invoices.

PAYMENT METHODS

- All orders must be prepaid for before any shipments are processed, with the exception of C.O.D. orders-
- PAYMENT TERMS are NOT offered under any circumstance-

Money Orders & Bank Certified Checks (C.O.D.)

- NO personal Checks, NO business checks, No post dated checks!
- An additional \$10.00 C.O.D. fee will apply to all orders
- Any and All C.O.D. orders that have been shipped and rejected by dealer upon arrival, the dealer will be responsible for the \$10.00 C.O.D. fee and original Shipping and Handling Fees.
- Any and All C.O.D. orders that are rejected and requested for re-delivery, the dealer will be responsible for the original shipment costs including the C.O.D. fee and the new costs including the C.O.D. fee. (Double shipping and Double C.O.D. charges.)

Automated Clearing House (ACH)

- A voided copy of the company check is required
- No reversals will be made unto the account
- All transactions not accepted due to insufficient funds will be charged \$35.00 unto the account plus any additional bank fees

Initial _____



Credit Card (Visa/Mastercard)

- A 3% fee will be processed on your invoice when using a credit card to make payment.
- A copy of the credit card and Photo ID is required. (Both Front & Back)
- There will be no refund for shipping charges (2-Way) in the event of returned shipping due to refusal of delivery
- No “charge back” will be issued, prior to making contact with Mytotalcall.com. To settle any dispute you must acquire a written agreement to perform a “charge back” on the above Credit Card for the purchase of wireless products.
- An authorization form must be filled out and faxed to 215-362-1090 or scanned and e-mailed to sales@mytotalcall.com for each transaction.

PAYPAL

- A 3% fee will be processed on your invoice when using PAYPAL to make payment.
- In no circumstance will you place a hold or open a case against Mytotalcall.com for any issue. Please contact your sales representative with any issues in regards to payments made.
- Credits will be issued to you on your next invoice. We do not issue refunds via PAYPAL

DEALER AGREEMENT (Required)

I hereby understand the policies of Mytotalcall.com. I have thoroughly read and understood the Dealer Application, policies within, as well as the Payment requirements and Methods and agree to abide by and follow the policies of Mytotalcall.com. I have initialed each page acknowledging my reading and comprehending of the material contained on each page. My signature below verifies my comprehension and understanding of the policies and agreements to do business with Mytotalcall.com under the mentioned conditions.

Print Name: _____

Title: _____

Signature: _____

Date: _____

**Please fax all New Dealer Applications along with required documents to 215-362-1090 or e-mail to sales@mytotalcall.com. Thank you.

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