



15155 Technology Drive
Eden Prairie, MN 55344
800-582-8569 phone
952-906-1099 fax
dealerorders@harriscomm.com

Sales Contacts:
Bill Williams
Shirley Olson
Charlotte Alpaugh
Katie Casey

Dear Prospective Dealer:

Thank you for your interest in Sound Clarity. In August of 2010, Sound Clarity became a division of Harris Communications. Harris Communications has been in business since 1982 and is a one-stop resource of products for deaf and hard of hearing people. We are a master distributor of some of the the most recognizable names in the industry: Clarity®(Ameriphone), Sonic Alert, Ultratec®, Audex®, Silent Call® Communications, Williams Sound®, ClearSounds®, Listen® Technologies, Sennheiser, TV Ears®, Oval Windows Audio, and Gentex and carry a full-line of their standard products in our warehouse.

We also have many products for those who have vision loss or mobility impairments as well as an extensive line of hearing care supplies for the hearing healthcare professional.

Our dealers are treated to exceptional service, specifically:

- Quick responses to inquiries
- Competitive pricing
- Convenient ordering options
- Well-stocked inventory
- Easy ordering of special products
- Same day shipping
- Actual shipping charged; no handling fees
- Customized packing slip for dropships
- No dropship charges

Over the years, we have worked with both large and small dealers. We have the sales support that knows the product line and will answer questions quickly so you don't miss out on a sale. Ordering is hassle-free and you save on shipping with no extra handling fees or dropship charges.

We have attached the Dealer application to this letter. Please mail or fax all three pages to Harris Communications, Inc., Attention Bill Williams.

Once you have been approved to become a dealer, you will be assigned a Dealer Account Number. (Please keep your account number handy and use it when ordering. It will ensure that your order is processed quickly.)

If you have any questions about our Dealer Application and/or the approval process, please contact us. We look forward to working with you.

Sincerely,

Bill Williams
National Sales Manager
Harris Communications, Inc.
800-582-8569 Voice
952-906-1099 Fax
bwilliams@harriscomm.com

Dealer Application

General Business Information: Please review the following three pages and fill out completely to avoid delays in processing. Please sign (or initial) where indicated and **return all three pages** plus business registration (see below) to Harris Communications. Harris Communications, Inc will hold all information in confidence.

➡ **Business Registration:** Proof that you are registered as a business in the state you reside (e.g., Resale Certificate) is required for a dealer account to be set up. Please send it with your dealer application.

Bill To Address

Ship To Address

Exact Name

Division or Subsidiary

Address

City

State, Zip

Telephone voice/tty

Fax

E-Mail

Name

Attention

Address

City

State, Zip

Telephone voice/tty

Fax

E-mail

Type of Business (Please check all that apply.):

- Audiology Hearing Aid Dispenser Medical Equipment Non Profit/Ctr for deaf/hoh Assisted Equip
 Internet Sellers Independent Living Consulting Hospital/Institutes/Clinics Installers

President/CE

Chief Financial Officer

Accounts Payable Contact

Salesperson Con

DBA _____ Partnership _____ Individual _____ Corporation _____

Telephone voice/tty

Telephone voice/tty

Telephone voice/tty

Telephone voice/tty

How did you hear about us? Internet Former Customer
 Referral who? _____ Publication which one? _____

Do you have a Showroom? Yes _____ No _____ **Location of Showroom** _____

Do you have a website? Yes _____ No _____ **Website Address** _____

Years in Business _____ **SS/Fed Tax ID** _____

Are you sales and/or tax exempt? Yes _____ No _____ **Cert #** _____

Bank Reference

Bank Name	Account #
Address	Contact
Telephone	Fax

Business Credit Application: If applying for credit, please list suppliers of related equipment from whom you purchase on an open account.

Name	Name
Address	Address
City, State, Zip	City, State, Zip
Telephone	Fax
Telephone	Fax
Account Number	Account Number

This undersigned furnishes the above business and personal credit information for the procuring and establishing credit with Harris Communications, Inc. The undersigned jointly and individually, certify that all information in this Dealer Application is complete, factual, and correct and understands that Harris Communications, Inc. will rely on the accuracy of this information for any credit that may be extended.

I hereby authorize Harris Communications, Inc. to check with my business references for the purpose of investigating my purchase and payment records.

I understand that until credit is established, payment must be prepaid with a credit card or through PayPal. If I choose not to give any business references on the credit application, I understand that all future orders must be prepaid with a credit card. If credit terms are made available, I understand that my account may be put back into prepay status if payments are habitually past due.

I understand that as a new dealer I will have access to confidential and proprietary information on the Harris Communications website. I understand that any information provided on this site; including, but not restricted to, price lists, images or dealer newsletters, are copyrighted by Harris Communications and are to be used by Harris Communications' dealers only. The distribution of this information to other businesses or individuals is prohibited.

I understand and agree to these terms.

Printed Name of Owner or Principle Officer _____

 **Signature of Owner or Principle Officer** _____ **Date** _____

TERMS AND CONDITIONS

IMPORTANT! Please note that Sound Clarity is a division of Harris Communications, Inc. The dealer program will operate under the Harris Communications name with all calls being answered as “Harris Communications”. All billing and future communication will come from Harris Communications. Please don’t hesitate to contact us if you have any questions about the Harris Communications dealer program.

ORDERS

Until credit is established, all orders must be paid with a credit card. We accept American Express, Visa, MasterCard and Discover. We ask that you order a minimum of \$1000.00 annually to remain a Harris Dealer.

CREDIT

Credit terms are available to qualified firms and are subject to credit limits and the approval of our accounting department. A credit application must be filled out and submitted to Harris Communications, Inc. Overdue accounts are charged 1.5% interest per month (18% annually). NSF checks will result in a \$20.00 service charge and finance charges. Harris reserves the right to place accounts on a Prepay basis if payment is habitually past due.

PRICING

Pricing is subject to change at any time without prior notice due to manufacturers’ increases.

BACKORDERS

We will attempt to complete your order in one shipment. Merchandise that is out of stock will be backordered unless otherwise specified. Backorders will be shipped as soon as the product is received with Actual Shipping added.

SHIPPING

All orders will be charged Actual Shipping and added to your invoice. Next Day, 2 Day or 3 Day shipping are available upon request and the appropriate charge will be added to this order. We ship using UPS. Orders that are to be sent Same Day must be received by 3 PM Central Standard Time. Alaska, Hawaii, Puerto Rico and all international orders will have the appropriate charge added to their orders.

INTERNATIONAL SHIPPING

We reserve the right to not dropship products to certain international destinations. Contact us if it is a destination that you have not sent to before. Harris Communications does not recommend shipping equipment products outside the United States. Normal product warranties do not apply. Contact us for information before shipping outside the United States.

DROPSHIP ORDERS

We will dropship products to your customer if requested. There are no dropship charges and all paperwork shipped with the product will not have the Harris Communications name on it. When dropshipping packages, any packages that are returned due to an incorrect address may incur a charge. Any packages that are undeliverable due to, but not limited to, being refused by a customer or three unsuccessful delivery attempts, will result in additional return shipping charges. These charges are from our shipper and will be passed on if found to be valid.

SHIPPING ERRORS

Merchandise should be carefully examined upon receipt. Harris Communications, Inc. should be contacted as soon as possible with any errors/problems with your order. Errors on our part will be corrected at no cost. Ordering errors on your part will be at your expense.

DEFECTIVE ITEMS


Items should be checked upon receipt. Please call your Harris Representative about any item that is defective in any way for instructions on returning the item for replacement.

RETURNS FOR CREDIT

Returns for credit must be made within 30 days of date of invoice. Request an RMA (Return Merchandise Authorization) number from your Harris Representative. This RMA number must be put on the outside of the returning box.

Returns must be sent in separate packaging to preserve the original package and must be shipped freight prepaid within 14 days of receiving the RMA. Items that come back to us after the 14 days from the RMA issue date will not be eligible for credit or exchange, they will be eligible only for repair thru the normal warranty process. (If an RMA is issued but not used, please contact Harris Communications immediately.) Videos, Discontinued Items, and Special Order products are not returnable unless equipment is determined to be defective.

NOTE: Harris Communications will pay shipping costs for returned products ONLY if product is defective. If product is found NOT to be defective, the dealer will be charged.

 _____ (Initial) _____ Date