Welcome Packet

Dear Customer,

Thank you for placing (or considering) a first order with us; we appreciate your trust in our company and products. Our priority is to offer you the very best customer service and quality products available in the industry and we’re confident of your satisfaction.

We require a Credit Application before your order can be processed, and you may have previously received a hard copy from your sales consultant or a copy via email. If you haven’t received a copy, please let us know immediately and we’ll make sure you receive one asap.

We encourage you to begin the order process by completing the top portion of the application now so that we can begin the process of setting up your account correctly immediately. If you prefer open terms, please complete the “References” section.

Resale Certificates are required for California, Michigan, New York and Washington.

An example of our Credit Application and the Resale Certificate is included on the following pages. We have called out key components to assist in completing the documents. We do not charge tax for closure products but will need your seller’s permit number for our files; this information will assist us with completing future orders of taxable products.
APPLICATION FOR CREDIT
CORK SUPPLY USA, INC.

531 Stone Road, Benicia, California 94510 | Telephone: (707) 746-0353 | Fax: (707) 746-7471

FIRM NAME ____________________________

PHONE ______________________________________ WEB ADDRESS ______________________________________

MAILING ADDRESS ____________________________

SHIPPING ADDRESS ____________________________

  [ ] PROPRIETORSHIP [ ] PARTNERSHIP [ ] CORPORATION

  YEAR EST: ________ ANNUAL CASE VOLUME: ________

OWNERS / PARTNERS / OFFICERS

Name ____________________________ Title __________
Phone ____________________________ Email ____________________________

Name ____________________________ Title __________
Phone ____________________________ Email ____________________________

REFERENCES – LIST 2 Suppliers (Please include both Phone and Fax numbers)

Name ____________________________ Phone ____________________________ Fax ____________________________

Name ____________________________ Phone ____________________________ Fax ____________________________

ACCOUNTING CONTACT (Invoices will be sent via email unless otherwise specified)

Name ____________________________ Phone ____________________________ Fax ____________________________

Email ____________________________

ORDER CONTACT (Order Confirmations will be sent via email unless otherwise specified)

Name ____________________________ Phone ____________________________ Fax ____________________________

Email ____________________________

BY EXECUTION OF THIS APPLICATION, THE UNDERSIGNED AGREES THAT IF ITS CREDIT IS
APPROVED BY CORK SUPPLY USA, INC., THEN SALES OF PRODUCTS BY CORK SUPPLY USA, INC.
to the undersigned shall be subject to the terms and conditions of sale, including warranty and liability limitations, attached to this application for credit.

THE UNDERSIGNED CERTIFIES THAT THE ABOVE INFORMATION IS CORRECT, THAT IT IS
SUBMITTED FOR THE PURPOSE OF OBTAINING CREDIT, THAT THE UNDERIGNED IS
AUTHORIZED TO EXECUTE THIS APPLICATION, THAT THE UNDERIGNED HAS READ THE TERMS
AND CONDITIONS OF SALE ACCOMPANYING THIS APPLICATION AND AGREED TO ALL OF THOSE
TERMS AND CONDITIONS OF SALE ON BEHALF OF APPLICANT.

FOR OFFICE USE ONLY

Credit Approved: ________ Yes [ ] No

Terms: ____________________________
Credit Limit: ____________________________
Date Processed: ____________________________
Processed By: ____________________________

AUTHORIZED SIGNATURE ____________________________ DATE ____________________________ NAME (PLEASE PRINT) ____________________________

IF YOU ARE EXEMPT FROM PAYING CALIFORNIA SALES TAX, PLEASE COMPLETE THE ENCLOSED RESALE CERTIFICATE
If you prefer to prepay, please complete the Account Set up Form (next page) instead of our credit application. We accept business checks and all major credit cards.

Important: Be sure to complete the section above: sign, date, print your name.
Please provide your company name, current billing and mailing addresses, and your complete accounting contact information.

Sign, date and print your name.

Provide Resale permit number, if available.

Authorized signature required

Print name here
As soon as your order details are finalized, we will send you a confirmation via DocuSign. First time users have experienced the initial DocuSign emails ending up in junk mail or spam folders; if you’re expecting a DocuSign confirmation, please check both places. DocuSign provides clear and easy instructions to complete the steps required for signature and once the initial confirmation is finalized, future order confirmations should not be a problem. However, if you require assistance, please let us know – we’re ready to help.

If you prefer using the pre-pay option, the total prepaid amount, including freight and all other charges, will be included on the order confirmation; a credit card authorization will be included as well. We will begin production of your order on receipt of a signed and dated order confirmation and payment. A confirmed delivery date will be provided with the order confirmation.

The following two pages provide an example of the order confirmation. The Order Confirmation is on the first page and outlines the product, quantity, price and delivery date. The Artwork Confirmation is provided on the second page and displays a picture of how the product will look. We have highlighted a few key components to help you understand this document.
Order Confirmation

Order #: ORT17-00698
Confirmation Date: 02/02/17

Customer ID: CS-01080
Customer Name: Amelia Forney

PO #: PO# 4931
Ship Via: DIRECT
Ship Terms: ExWorks Benicia
Ship on or before: 03/21/17

Packing Slip Quantity: 216.575
UoM: Each
Unit Price: 50.58
Total: 10,654.41

Product Information:
- Brand: Rivercap USA
- Family Group: Capsule
- Product Group: Polyam
- Size: 28.80x60 r
- Color: Blackbird
- Thickness/Liner: 30/70/30
- Breather Hole: 2
- Quality Control: CSUS - Standard Protocol
- Print/Artwork: 28.80X60 Blk/Gold w/ Blk bird

NOTE: Quantity produced may be +/- 10% of request.

Transport Method
- ExWorks Benicia

Shipping Terms
- Net 30 Days

Order delivery Address
- Renwood Winery
- 12225 Steiner Road
- Plymouth, CA 95669
- United States of America

Payment Terms
- Net 30 Days

Thank you for your order!

IMPORTANT - RESPONSE NEEDED WITHIN 24 HOURS TO ENSURE DELIVERY DATE IS MET.

Acceptance of your order by Cork Supply USA, Inc. ("Seller") is expressly conditioned on your acceptance of Seller’s Terms and Conditions of Sale, a copy of which is attached to or accompanies this Order Confirmation (or, if not attached, received). If for any reason you need additional copies of Seller’s Terms and Conditions of Sale, please contact Seller immediately.

YOUR SIGNATURE ON THIS ORDER CONFIRMATION CONSTITUTES SUCH ACCEPTANCE. THIS DOCUMENT CONSTITUTES THE ENTIRE CONTRACT BETWEEN PURCHASER AND SELLER. PLEASE READ IT CAREFULLY.

The terms of the contract take precedence over Purchaser’s terms and conditions. Neither Seller’s commencement of performance nor delivery of products shall be construed as acceptance of Purchaser’s terms and conditions.
Internal Item No. 

Artwork description

PRODUCT IMAGE

IMPORTANT - RESPONSE NEEDED WITHIN 24 HOURS TO ENSURE DELIVERY DATE IS MET

Please review this detailed order confirmation and acknowledge your acceptance by signing and returning it via email or fax.

Signature

Date
When you return the signed Order Confirmation (plus payment if pre-paying), we will release your order to the production floor. Your order will be delivered on the confirmed delivery date stated on the Order Confirmation. We will call to notify you of any delays, and follow-up with an email message.

When your order is delivered, the carrier will present two (2) copies of the Bill of Lading (BOL) for your signature. The carrier will retain one copy; the second copy is for your records.

Please check your order carefully and note any damage on both copies of the Bill of Lading when it is delivered. **Important:** This information is required to file a freight claim with the carrier.

An example of the Bill of Lading is available on the following page. To help you understand the information contained in the document, we’ve highlighted a few key components.
Cork Supply USA, Inc.
531 Stone Road
Benicia, CA 94510
T: +1 (707) 746-0353  F: +1 (707) 746-7471

Bill To:
Frog’s Tooth Winery
Larry Adlerman
380 Main Street, Suite 5
Murphys, CA 95247
United States of America

Ship To:
Frog’s Tooth Winery
2797 Hunt Rd.
Copperopolis, CA 95228
United States of America

Order Date: 04/11/17
Terms: Net 30 Days
Ship Date: 04/25/17
Salesperson: Joey Castagnola

P.O. #: EMAIL - C
Order #: ORT17-02364
Ship Term: Ex Works Benicia
Ship Agent: TRANS GROUP
Ship Service: Prepped & Add

The property described below, in apparent good order, except as noted (contents and condition of contents of package unopened), marked, consigned, and destined as indicated below, which said company, the said carrier being understood throughout this contract as meaning any person, company, or corporation in possession of the property under this contract, agrees to carry to destination if not to the user, the entire to deliver to another carrier on his route to said destination. It shall not be the responsibility of the carrier to deliver the same to the consignee.

Description
Quantity
UoM
Class/Rate

A45 EFA+ Frog’s Tooth w/Web and Frog E

Brand: Cork Supply USA
Family Group: Cork
Product Group: Natural
Size: 43.5x24 mm
Quality: Extra Fine A+
Wash: Alpha
Print/Artwork: Frog’s Tooth w/Web
Treatment: Shrink and Silicone
Branding #: 1517-235

Total Pieces: 6
Total Weight: 270.00

Pallet: 1.00
Box: 6.00

Enter By: SHIPPING

DO NOT SHIP WITH FOOD PRODUCT

SHIPPERS CERTIFICATION: This is to certify that the information provided is true, complete, and accurate, and that no other charges, except as noted on this bill of lading, have been incurred.

(Signature of Consignor)

THIS SHIPMENT IS CORRECTLY DESCRIBED

CORRECT WEIGHT IS ___________ LBS.

Signature     Title

Shipper
Per

Permanent Address of Shipper:
Cork Supply USA, Inc.
531 Stone Rd.
Benicia, CA 94510

CORK SUPPLY USA, INC.
531 Stone Road, Benicia, CA 94510 USA  TEL +1 707 746 0353  FAX +1 707 746 7471
Your confirmed order will be invoiced the day following shipment. Invoices are emailed to the Accounting contact provided on your completed New Customer form. If you prefer, we’re happy to send a hard copy of the invoice via USPS; just let us know.

An example of an invoice is included on this page: To help you understand the information contained in the document, we’ve outlined a few key components.
We hope you find the information provided in this Welcome Packet useful and easy to understand. Thank you again for your business and consideration.

Above all, we believe it’s important to provide our customers with the most efficient process for ordering and tracking Cork Supply products. To help us keep improving, we would appreciate any feedback you might offer; please click on the link below and take a moment to give us your opinion.

Customer Feedback

Sincerely,

The Cork Supply USA Team