

Dear Prospective Columbia Dealer,

Thank you for your interest in partnering with Columbia Medical. As the leader in daily living aids for children and adults with special needs, it is our goal to provide you with the highest quality products and unsurpassed customer service. In order to complete your account registration, we have enclosed some forms that must be filled out. Please complete the forms as soon as possible and FAX them back to us at (310) 305-1718.

Below is some additional information you need to know.

Account Registration

- In order to complete your account registration, we must receive your FIRST order, along with the "Dealer Account Set-Up Form" and "Dealer Credit Application".
- Your FIRST order must include a Purchase Order Number and be paid via one of the following ways:
 - Credit Card (AMEX, MasterCard, or Visa)
 - Check (the order will be released once the check is received)
 - Wire Transfer (the order will be released once the transfer is received)
 - COD (\$7.00 charge per order, payment required upon arrival of order)

Please indicate your preferred payment method on the "Dealer Account Set-Up Form".

Shipping

- In-stock products are shipped within three business days.
- Products are shipped via FedEx ground unless specified otherwise.
- Shipping charges are included on the invoice when applicable.
- Orders under \$100 (US), Canadian, International, and Airline Transfer Chair orders are charged a separate shipping fee.
- Shipping charges are determined by the shipment's size, weight, and destination address.
- Dealers can designate their own UPS/FedEx/DHL accounts, assign a U.S. freight company, or request that the order be placed on WILL-CALL (company name and phone number required).
- Orders can also be DROP-SHIPPED directly to the end-user upon request from Dealer.

If you have any further questions, please contact the Columbia Customer Service Team at (800) 454-6612, or via FAX at (310) 305-1718. You can also E-mail us at info@columbiamedical.com

For additional product information, please visit our website at www.columbiamedical.com

Best Regards,
Columbia Customer Service Team