



# Customer Packet

## October 2018

1789 Norwood Avenue  
Itasca, IL 60143-1095 USA  
Phone: (630) 893-1600  
[www.Fellowes.com](http://www.Fellowes.com)

# Sales and Use Tax Exemption Form

Please place an 'X' in the applicable category below indicating the types of purchases your company will make from Fellowes, Inc. and return this certificate along with the applicable document listed below.

**\*\*\* Please do not substitute W-9 form or Sellers Permit as proof of sales tax exemption status\*\*\***

**We are a Reseller.** Please submit a copy of your **state-approved** Resale Certificate along with this form.

Resale  
\_\_\_\_\_

A free list of state approved Exemption/Resale Certificates can be found at:  
<http://certcapture.avalara.com/certificates/>

**We pay the state directly.** Please send a copy of your Direct Payment Exemption Certificate, along with this form.

Exempt  
\_\_\_\_\_

**We are a U.S. Government Agency or State Agency.** Please submit a copy of your IRS provided "governmental information letter" along with this form. Government entities can request a governmental information letter by calling (877) 829-5500.

Exempt  
\_\_\_\_\_

**We are a non-profit religious, educational, or charitable institution.** Please submit a copy of your **state-approved** Exemption Certificate along with this form. A free list of state approved Exemption Certificates can be found at:  
<http://certcapture.avalara.com/certificates/>

Exempt  
\_\_\_\_\_

## Customer Specific Operating Practices

**Please place and "X" in the applicable category below indicating your company's requirements and return this form.**

**Purchasing Practices: \*\*NOTE- Fellowes requires all items to be purchased in full carton quantities.\*\***

- Our systems are capable of purchasing in the standard units of measures; eaches (EA) and cartons (CTN). We **do not** require any other unit of measure.
- Our systems are capable of purchasing in the standard units of measures, eaches (EA) and cartons (CTN). We **do** require other unit of measures as well.

**Routing Instructions:**

- We **do not** have a routing guide and accept Fellowes standard shipping practices.
- Our company has specific requests regarding the shipping and traffic procedures. While we **do not** have a formal Routing guide we will submit these requirements in writing.
- Our company **does have** specific and documented routing instructions to be followed by all vendors. We do have a documented routing guide to provide to Fellowes Inc. **Please include routing guide when returning this form.**

**Usage of UCC128 labels:**

- Our company **does not** require UCC128 labels of any kind.
- Our company **does have** custom requests/requirements for our UCC128 pallet level labels.
- Our company **does have** custom requests/requirements for additional labels on our shipments. **Please include specifications when returning this form.**

**Compliance Program:**

- Our company **does not** have a compliance program.
- Our company **does** have a compliance program. **Please include specifications when returning this form.**

**Customer Implementation Contact:** Please provide internal contacts that can aid in these areas if applicable.

<b>Supply Chain/ Operations</b>	
Name:	
Title:	
Phone:	
Email:	

<b>Transportation/ Logistics (Inbound)</b>	
Name:	
Title:	
Phone:	
Email:	

<b>Compliance</b>	
Name:	
Title:	
Phone:	
Email:	

## **TERMS AND CONDITIONS OF SALE**

These terms shall be considered to be an inseparable part of any additional terms between the applicable Fellowes entity and Customer and are collectively referred to herein as the Terms and Conditions. To the extent that any terms provided by Customer conflict with the terms and conditions that follow, these Terms and Conditions shall govern that transaction.

**Acceptance; Entire Agreement.** Acceptance by Customer of delivery of goods constitutes acceptance by Customer of the following terms and conditions. Any additional or different terms proposed by Customer shall be deemed to have been objected to by the Fellowes entity ("Seller"), shall be of no force or effect, and shall not be binding upon or enforceable against Seller. These terms and conditions constitute the entire agreement and understanding between the parties and supersede any and all prior agreements, understandings and communications with Customer, oral or written, relating to the goods that Seller or any of its subcontractors may provide (collectively, the "Goods"). No course of dealing or course of performance, either prior to, during or after the delivery of the Goods, shall be relevant or admissible by Customer to supplement, explain or vary these Terms and Conditions. The invalidity or unenforceability of any Terms and Conditions shall not affect the validity or enforceability of any other term or condition, and the remaining terms and conditions shall remain in full force and effect. No waiver, amendment or modification of these Terms and Conditions shall be binding upon or enforceable against Seller until approved in writing by a Fellowes Authorized Signatory.

**Prices.** Prices quoted by Seller are subject to change with 60-day notice. Prices billed on invoice at time of shipment shall govern. Unless otherwise stated, all prices are quoted in U.S. Dollars. Seller will not accept or process purchase orders that contain pricing different from the standard prices.

**Credit.** Seller may, in its sole discretion, extend credit to the Customer. For credit limits in excess of \$10,000, Seller requires audited financial statements prior to initial credit approval and on an annual basis thereafter. Seller shall perform periodic credit reviews using credit reporting agencies, trade references, industry trade groups and banks. In the event of a material adverse change in Customer's credit standing or in the event that Customer does not comply with the terms of these provisions, Seller shall have the right to change terms of payment, and Seller obligation to provide Goods will be subject to reaching mutual agreement on revised terms.

**Payment.** Unless otherwise agreed in writing or stated on the Invoice, all payments are to be made in national currency of the Seller and all amounts payable by Customer shall be due and payable in full 30 days after invoice. Seller will not accept the unilateral assessment of any fee, marketing support, co-op or other advertising, expense reimbursement, rebate, offset or any other financial or marketing support not explicitly authorized in writing by an authorized officer of Seller. Any amounts not paid in full within 30 days after invoice shall be subject to a late payment charge of 1-1/2% per month (or, if less, the maximum amount permitted by law) from the date due until paid. Seller's obligation to provide Goods is subject to receipt of prompt payment of all invoices pursuant to the terms of this and other agreements we may have with Customer. Progress billing of interest due or a failure to bill for interest due shall not constitute a waiver of Seller's right to charge interest on all amounts past due to the date payment is received. Should any portion of an invoice become disputed you agree to pay the undisputed portion according to its terms, and you will notify us promptly of the dispute. Both parties agree to use their best efforts to resolve the disputed portion of such invoice within 30 days. Seller shall have the right to set off against any amount that Seller may be obligated to pay to Customer any amounts due or to become due to Seller from Customer and its divisions, subsidiaries and affiliated companies. Seller may assign payments due to a wholly-owned subsidiary without consent.

**Delivery.** Delivery dates for the Goods shall be established by mutual agreement of Seller and Customer. Customer shall provide any special shipping or labeling requirements to Seller for consideration prior to the first shipment. Unless an Invoice expressly specifies otherwise, all Goods shall be delivered F.O.B. the shipping platform at the shipping facility, and all shipping and transportation costs from the shipping platform at such facility shall be borne by Customer and all risk of loss, damage or late delivery shall pass to Customer upon loading at the shipping platform at such facility. Seller shall have no responsibility for any failure of or delay in delivery caused by or attributable to war, sabotage, riot, civil disorder, fire, flood, earthquake, explosion, accident, natural or manmade disaster, governmental action, shortage or interruption of supply of materials, supplies, equipment or energy, transportation problem, strike, labor stoppage or slowdown, or other cause beyond the reasonable control of Seller.

## TERMS AND CONDITIONS (CONTINUED)

**Taxes.** The prices for the Goods do not include sales, use and other taxes, duties and other governmental fees and charges that may be applicable to the Goods, and Customer shall be responsible for and pay upon demand all such taxes, duties and other governmental fees and charges (other than income taxes of Seller), notwithstanding that responsibility for collection or payment of such taxes, duties and other governmental fees and charges may be imposed by law on Seller or any of its subcontractors.

**LIMITED WARRANTY; LIMITATIONS ON LIABILITY.** Seller grants a limited warranty to the end-users of its Goods, the terms of which are included with each product. Seller warrants to the Customer solely that, subject to the terms, conditions and limitations hereof, the Goods conform to the specifications set forth in the Seller catalog and will be transferred to customer free and clear of any and all encumbrances. **SELLER MAKES NO OTHER WARRANTIES AND GIVES NO OTHER ASSURANCES OR GUARANTEES, EXPRESS OR IMPLIED, WITH RESPECT TO ANY GOODS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.**

**SELLER'S SOLE LIABILITY IN CONNECTION WITH ANY GOODS THAT ARE DEFECTIVE OR DELIVERED LATE SHALL BE LIMITED TO EITHER (i) REFUNDING TO THE CUSTOMER A PERCENTAGE OF THE TOTAL PRICE (EXCLUSIVE OF TAXES, SHIPPING AND OTHER SEPARATE CHARGES) THAT THE CUSTOMER HAS PAID TO SELLER FOR ALL GOODS PROVIDED EQUAL TO THE PERCENTAGE OF ALL GOODS PROVIDED THAT ARE DEFECTIVE OR DELIVERED LATE DUE TO THE SOLE FAULT OF SELLER AND ITS SUBCONTRACTORS, OR (ii) AT SELLER'S OPTION, REPLACING FOR THE CUSTOMER, AT NO CHARGE TO THE CUSTOMER, THE GOODS THAT ARE DEFECTIVE OR DELIVERED LATE DUE TO THE SOLE FAULT OF SELLER AND ITS SUBCONTRACTORS.**

**IN NO EVENT SHALL SELLER OR ANY OF ITS SUBCONTRACTORS BE LIABLE FOR (i) ANY INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, INTEREST, LOST PROFITS OR INTERRUPTION OF BUSINESS), EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF SUCH DAMAGES RESULT FROM ANY RECOMMENDATIONS MADE BY SELLER, OR (ii) ANY LOSSES, DAMAGES, LIABILITIES, SUITS OR CLAIMS THAT ARE COVERED BY ANY INSURANCE MAINTAINED BY OR ON BEHALF OF THE CUSTOMER OR ARE OTHERWISE RECOVERABLE FROM THIRD PARTIES.**

IN ADDITION, THE LIABILITY OF SELLER AND ITS SUBCONTRACTORS FOR LOSSES, DAMAGES, LIABILITIES, SUITS AND CLAIMS, REGARDLESS OF THE FORM OF ACTION (WHETHER BASED ON CONTRACT, ON NEGLIGENCE, ON STRICT LIABILITY OR OTHERWISE) AND THE PERSON OR ENTITY BRINGING SUCH ACTION, SHALL NOT EXCEED, IN THE AGGREGATE, THE TOTAL AMOUNT (EXCLUSIVE OF TAXES, SHIPPING, AND OTHER SEPARATE CHARGES) ACTUALLY PAID TO SELLER BY THE CUSTOMER FOR THE GOODS AT ISSUE. ANY ACTION AGAINST SELLER MUST BE BROUGHT WITHIN ONE YEAR OF THE CAUSE OF ACTION FIRST ARISING.

**Governing Law and Dispute Resolution.** In no case shall the 1980 U.N. Convention on Contracts for the International Sale of Goods apply.

**Consent to Jurisdiction; Etc.** The construction, validity and performance of these Terms and Conditions shall be governed and construed according to the internal laws of the State of Illinois. Seller and Customer agree that any legal action arising out of or relating to this agreement or the transactions contemplated by this agreement shall be brought in either the United States District Court in and for the Eastern Division of the Northern District of Illinois or the Circuit Court in and for Du Page County, Illinois, and consents to personal jurisdiction of such courts over them in any such action. Seller and Customer waive any defense of inconvenient forum to the maintenance of any such action or proceeding so brought and waives any bond, surety, or other security that might be required of either Seller and Customer.

**Fellowes.** References in herein to "Customer" include the person or entity specifically identified in this Invoice as "Customer" and its divisions, subsidiaries and affiliated companies.

## **Post Audit Policy**

As a condition of receiving any promotional or program incentive, rebate, cooperative advertising, freight allowance, catalog allowance, growth or volume incentive, or any program and/or promotional credit, rebate or incentive, granted to your employer or principal ("Customer") by Fellowes, Inc. ("Fellowes"), the Customer hereby agrees to be bound to and comply with the terms, conditions, and procedures of this Post Audit Policy. For purposes herein, the audit period references a specific program year or similar time frame agreed to in writing between Fellowes and the Customer. This policy covers the terms and conditions, pursuant to which the Customer may, at its discretion, audit and review such program credit or allowances as referred to above that may have been granted by Fellowes during any program year. This policy also covers respective "non-program" items which may arise.

This policy shall include the following terms and conditions:

1. All post audit analysis must be conducted and received by Fellowes no later than one year following the end of the program year in question or 2 years from the respective transaction month being audited for non-program items such as price, freight, handling, returns, destroy in field etc.
2. All post audit detail submitted to Fellowes shall include complete, detailed documentation electronically to substantiate any claim. Any pricing or promotional claims must include our invoice, purchase order, relevant proof of delivery notices, a copy of the relevant program/marketing plan signed by an authorized agent or employee of Fellowes, and such other documentation as may be necessary to substantiate and verify any claim.
3. Any post audit analysis done by a third party must be reviewed thoroughly and approved by the Customer prior to submission to Fellowes. An agent of the Customer assigned to all post audit arrangements will serve as the authorized agent for the Customer in concluding any disputes. The Customer agrees that all information pertaining to its arrangement with Fellowes is subject to the terms of the Confidentiality Agreement.
4. Fellowes is allowed a minimum 90 days to research and validate each claim after submission of a post audit request with relevant documentation. Included without limitation is full access to the books and records of the Customer necessary to validate any claim. In any event, the Customer agrees not to take any deduction for post audit adjustment prior to a minimum of 90 days after submission, or such earlier time as Fellowes approves and validates the claim.
5. Any post audit claim received from the Customer that does not conform to the procedures and requirements listed above will be null and void.

# **Confidentiality Agreement**

From time to time Fellowes ("Fellowes") will provide employees and other representatives ("Recipients") of the Customer ("Customer") access to certain of Fellowes' business or technical information. Fellowes is disclosing such information for business purposes. Certain information disclosed is information which Fellowes carefully protects, intends to keep confidential and is legally privileged, such as contemplated designs and products, materials usage, production techniques and equipment, business forecasts, distribution methods, processing and control information, product performance data, supplier information, marketing information, pricing or strategies, purchase and sales records and other financial information, and know-how information (collectively "Proprietary Information"). The unauthorized use or disclosure of Proprietary Information is strictly prohibited; therefore, it is a condition of Fellowes' disclosure that Recipients agree to avoid improper use or disclosure of Fellowes' Proprietary Information.

Any Proprietary Information received by a Recipient or Customer will be maintained in confidence and not used, except for purposes of doing business with Fellowes. Proprietary Information will not be disclosed to any third party except for Customer's employees, as required for the purpose of effecting business with Fellowes, and then only after such employee is advised of the confidential nature of the Proprietary Information and agrees to maintain its confidential nature according to the terms hereof. The Customer and the Recipients acknowledge that any breach of their obligation with respect to the Proprietary Information is likely to cause or threaten irreparable harm to Fellowes.

It is understood that the obligations of this agreement do not apply to information that is:

1. In the public domain at the time of receipt from Fellowes or which later enters the public domain through no fault of the Recipient or the Customer; or
2. Already in the possession of the Recipient or Customer at the time of receipt from Fellowes as demonstrated by written or other tangible evidence; or
3. Disclosed in good faith to the Recipient or Customer by a third party who has an independent right to send information and is under no obligation of confidence to Fellowes.

Notwithstanding any other provision of this Agreement: (a) Neither Customer nor Recipients will be held criminally or civilly liable under any federal or state trade secret law for any disclosure of a trade secret that: (i) is made: (A) in confidence to a United States federal, state, or local government official, either directly or indirectly, or to an attorney; and (B) solely for the purpose of reporting or investigating a suspected violation of law; or (ii) is made in a complaint or other document that is filed under seal in a US lawsuit or other proceeding. (c) If Customer or a Recipient file a lawsuit for retaliation by Fellowes for reporting a suspected violation of law, Customer may disclose Fellowes trade secrets to the Customer's attorney and use the trade secret information in the court proceeding if Customer: (i) files any document containing the trade secret under seal; and (ii) does not disclose the trade secret, except pursuant to court order.

# **Customer Return/Claim Policy**

Fellowes creates exceptional value by offering superior performing, innovative product solutions coupled with attentive after-sales service and support. Understanding that returns do occur, below is our updated Customer Return/Claim Policy.

Fellowes is committed to partnering with our customers on minimizing the shared costs associated with returned products. This Customer Return/Claim Policy supersedes all previous agreements regarding product returns and can only be altered by an officer of Fellowes.

## **For ALL Return Authorizations**

You must contact Fellowes Customer Service to receive a Return Authorization number prior to returning any product (Fax: (800) 955-9329 or by e-mail: [returnrequests@fellowes.com](mailto:returnrequests@fellowes.com)). When requesting a return authorization, please itemize the product; provide related invoice date, quantity, product pricing, description of why each product is being returned, contact name, phone, fax, email address and address product is located at. A serial number must be provided on all shredder returns.

You will receive a Return Authorization form that may require review. The form will need to be signed and returned before a Return Authorization number can be issued. Once agreement is reached, Fellowes will forward the Return Authorization number and return address. Return Authorization numbers are valid for a period of 30 days unless noted on your return confirmation.

Product returned to Fellowes without a valid Return Authorization number; after 30 days from the issuance of the Return Authorization or without prior written approval may be: 1) refused and returned to you at your expense without prior notification or 2) destroyed and/or donated at our discretion.

## **Defective Product**

Fellowes will accept defective returns for up to one year from the original date of purchase. Any defective claims after one year should be between the end user and Fellowes directly. Merchandise returned to Fellowes as defective will be inspected and credit will be issued for all products found to be defective. For product returned as "defective" in which upon receipt is deemed in non-defective, salable condition, credit will be issued, less a 20% handling fee.

Fellowes offers world class after sales support which includes toll-free customer assistance and a nationwide network of servicing dealers. We encourage our customers to provide Fellowes' (800) 955-0959 number for direct resolution of product inquiries and warranty support claims or see Fellowes Warranty Claim policy for more details.

## **Discontinued Product, Overstock Product and Plan-O-Gram Resets**

Fellowes may occasionally accept the return of overstock product or product due to plan-o-gram reset. Overstock and plan-o-gram resets returns will be subject to a 20% handling charge and the customer is responsible for the return freight costs. Once a reset agreement has been reached (approved items, quantity, pricing, return terms, etc.) Fellowes will cease shipment of all products to be returned as a result of the plan-o-gram reset. To qualify for credit, returned product must have been purchased within the last 6 months.

Customer made to order or pallet program products may not be returned. Fellowes will not accept the return of discontinued products more than 30 days after discontinuance by Fellowes.

Discontinued, Overstock and Plan-O-Gram Product must be unopened, in full carton quantities and in unblemished original packaging. This includes no writing or labels on the cartons. Product may be refused, or a 20% handling fee will be imposed for product that does not conform to the proceeding conditions. No credit will be issued for damaged product.



## **CUSTOMER RETURN/CLAIM POLICY (CONTINUED)**

### **External Shipping Damage or Shortages**

Please contact Fellowes Customer Service within 72 hours of receipt of goods regarding damages or shortages. A Fellowes representative will respond with the proposed resolution within two weeks.

Damages: If you receive shipping cartons from a package carrier (i.e. UPS, Federal Express, etc.) that shows obvious damage Fellowes asks that you list the damage on the carrier's delivery receipt and refuse the damaged product. If you receive a Less Than Truckload (L.T.L.) shipment that shows obvious damage, Fellowes asks that you list the damage on the carrier's delivery receipt and refuse the damaged product. For a Trailer Load shipment that shows obvious damage, Fellowes asks that you list the damage on the carrier's delivery receipt and accept receipt of the shipment.

Shortages: For package carriers, Less than Trailer Load (L.T.L.) and Trailer Load carriers, Fellowes asks that you list any shortages on the carriers delivery receipt.

### **Concealed Shipping Damage or Shipment Errors**

Fellowes requires notification within 72 hours of receipt of shipment regarding any miss-shipments, concealed damages and/or shortages. In event of any of the above, please notify Fellowes Customer Service within 72 hours of delivery and Fellowes representative will respond with the proposed resolution within two weeks.

### **Customer Error Returns**

Fellowes may occasionally accept customer error returns, i.e. buyer's remorse, changed mind, ordered wrong item, etc. These requests must be submitted in writing within a period of 30 days from the date of invoice. Please e-mail to: [returnrequests@fellowes.com](mailto:returnrequests@fellowes.com) for review and return disposition. Note: the product must be unopened and in salable condition with the original packaging, manuals, parts etc. You must provide related invoice date, PO#, quantity, product pricing, description of why each product needs to be returned, contact name, phone and fax number, e-mail and address product is located at. For returns resulting from Customer error, the customer is responsible for the return freight and any associated costs along with a 20% handling fee. Failure to submit a claim within a period of 30 days from the date of invoice will nullify the claim and a return will not be eligible.

### **Shipping Return Product to Fellowes**

1. Defective return product must be shipped to Fellowes collect via Fellowes preferred carrier. Unauthorized collect shipments will be refused.
2. For returns resulting from Customer Errors, the customer is responsible for the return freight and any associated costs along with a 20% handling fee.
3. Reference your Return Authorization number and include a packing list, which includes product numbers, quantities, and number of skids and return-from store number (if applicable).
4. Please package all products to prevent shipping damage. Fellowes will not be responsible for damage that occurs in transit.
5. Returned pallets are not to exceed 6 feet in height with lighter and breakable products on top.
6. Fellowes will not be responsible and will not issue credit for Fellowes product not authorized for return or quantities in excess of what was approved or for non-Fellowes product returned to Fellowes in error. Product will be: 1) returned to you at your expense without prior notification or 2) destroyed and/or donated at our discretion.
7. If the products are shipped to the wrong return address it will delay the processing of the credit and the amount of credit will be reduced by the additional transportation and handling charges.
8. Please include on your remittance/deduction notice the Return Authorization number, Carrier and Return Pro number to ensure prompt issuance of your credit.

Fellowes reserves the right to amend these terms at any time and to make exceptions on case-by-case basis.

Revision Date: 1/2017

## EDI Guidelines

To assist in the organization, ease and cost minded approach to business; Fellowes incorporates several Electronic Data Interchange (EDI) transactions with customers that are able to comply with ANSI standards. Fellowes choice of EDI standard is ANSI 004010.

Transactions that are supported by Fellowes are:

810 - Invoice	852 - Product Activity
812 - Credit/Debit Adjustment	855 - P.O. Acknowledgement
820 - Pay Order/Remit Advice	856 - Ship Notice
824 - Application Advice	860 - Purchase Order Change
846 - Inventory	864 - Text Message
850 - Purchase Order	997 - Functional Acknowledgement

The following steps and timelines are necessary to build the electronic relationship for EDI:

<u>Step Description</u>	<u>Timeline</u>
1. Schedule conference call between Fellowes and customer to gather EDI requirements.	24 Hours
2. Fellowes EDI Team to review requirements and schedule implementation	1-4 Business Days
3. Fellowes creation of desired layout(s) based on ASNI standards of customer	1-2 Weeks
4. Fellowes and customer to conduct a full test phase of all requested EDI transactions	1-2 Weeks
5. Parallel phase	As Requested
6. Go live	Based on completion and satisfaction of prior steps

**\*\*Timelines stated above are estimates and dependent on both parties' availability\*\***

If you are interested in an EDI partnership, a requirements call will be scheduled to discuss. Once an EDI relationship is established, both parties must mutually agree in writing to any additions or changes, including the implementation times of such changes. In all electronic relationships, each party will be responsible for their respective costs of implementation and operation.

# **Fellowes Directory**

Fellowes, Inc.  
1789 Norwood Avenue  
Itasca, IL 60143-1095  
Main Telephone: (630) 893-1600  
[www.Fellowes.com](http://www.Fellowes.com)

**Shredder Hotline** (800) 955-0959

**All Other Products Hotline** (800) 945-4545

**Ethics Hotline** (855) 900-0086 [www.lighthouse-services.com/fellowes](http://www.lighthouse-services.com/fellowes)

Ethics are an important part of the way we do business at Fellowes. If you feel that Fellowes or any Fellowes representative is not living up to the highest ethical standards, please report your concerns anonymously on our Ethics Hotline.

**New Account Implementation** Erica Sexton (x8413) [APOTeam@fellowes.com](mailto:APOTeam@fellowes.com)  
Fax: (630) 622-8126

**Customer Service** (800) 955-3344 [CSSupervisors@fellowes.com](mailto:CSSupervisors@fellowes.com)

**Credit:** Tom Lesiowski (x5612) [credit@fellowes.com](mailto:credit@fellowes.com)

Credit Department Fax: (630) 671-9057

**EDI Contact:** EDI Team [edi@fellowes.com](mailto:edi@fellowes.com)

**Returns:** Carol Abraham (x6710) [returnrequests@fellowes.com](mailto:returnrequests@fellowes.com)

**Fellowes Customer Packet**

**Signature Page**

This agreement is entered into between Fellowes, Inc., an Illinois corporation ("Fellowes") and \_\_\_\_\_ as of this date \_\_\_\_\_.

Whereas, the parties wish to memorialize the terms upon which Fellowes will sell and the Customer will purchase certain goods.

Now therefore, the parties agree as follows:

The Fellowes Customer Packet dated October 2018, attached hereto, which includes Terms and Conditions of Sale, Post Audit Agreement, Confidentiality Agreement, MAP Policy (if applicable) and Returns Policy, shall govern the commercial transactions between the parties. The Customer Packet represents the entire agreement between the parties with respect to the matters described therein.

The parties signing this agreement represent and warrant that they have the authority to sign this agreement and bind the party on whose behalf such signature is made. Only an authorized Vice President level or higher of Fellowes may enter into this or any other agreement on behalf of Fellowes. Manufacturers' representatives are independent contractors and as such are not employees, agents or legal representatives of Fellowes. Independent contractors do not have the right, power or authority to create any contract or obligation, either express or implied, on behalf of, in the name of, or binding upon Fellowes.

**\*Return signed copy with New Accounts documents. \***

<b>X</b>	<b>Date:</b>	<b>X</b>	<b>Date:</b>
<b>Customer Signature</b>		<b>Fellowes Signature</b>	
<b>Name (print)</b>		<b>Fellowes Name (print)</b>	
<b>Title</b>		<b>Fellowes Title (Vice President or above)</b>	
<b>Company</b>		<b>Fellowes, Inc. Customer Account #</b>	