

# CoolPro Climate Control Products

## New Purchase Order Requirements

Dear New Customer,

I would like to take a few moments to explain how CoolPro processes new customer accounts and purchase orders. When setting up a new account, please adhere to these requirements or long delays can occur in processing the account and orders.

### *New Customers*

The following articles are to be completed before any account can be processed:

1. **New Credit Application**: This form is to be filled out completely by the customer and signed. All fields are to be filled in or the account can not be processed. The account will go on hold if incomplete.
2. **State Sales Tax Exemption Certificate**: A copy of the customer's signed state tax exemption certificate must be on file to process orders. A customer's account will be placed on hold and no orders will be processed without it regardless what state a customer is located in.
3. **"Distributed by" Labeling**: This is an **optional service** that customers can use to get their name on the back label of the products. If you wish to take advantage of this offer, please have them fill out this form and fax along with all articles.

### *New Purchase Orders*

Once a customer's account has been setup, you can submit orders via email or fax.

Each line item must have **Item #** and **Quantity** (at minimum) to process an order.

Fax orders to **(817) 222-7802** or email to **orders@coolpro.com**

Together, we can cut the time it takes to process accounts and new orders. But, these requirements must be met in order for us to do this efficiently.

Best regards,

Brian Jackson  
Marketing Manger

