

How to **Open an Account** and **Place an Order**

You are welcome to email your order to us at sales@merricktackle.com
Please do not scan in your order or send us any attachments.

NEW ACCOUNTS: All customers must complete our New Account Information sheet and return it with a copy of their State Sales Tax number and/or Federal I.D. number. Customers who desire open account, or wish to pay by check for C.O.D. orders, must submit a credit application, which is subject to our approval. An account is opened and assigned an account number when the first order is placed. You may open your account by phoning or faxing in an order.

TAX & BUSINESS FORMS: You must sign and return the tax resale form at the back of this catalog. If your state issues a business license, we are required by law to retain this proof in our files. We sell only to legitimate retail businesses, not to the general public.

ORDERING: Always specify **EXACT CATALOG NUMBER**, and include **SIZE and COLOR** where applicable, to ensure that your shipment will be correct. **FAX** your order for speed and accuracy. **PLEASE HAVE YOUR LIST OF ITEM NUMBERS & QUANTITIES READY BEFORE CALLING.** Orders cannot be changed once they are packed for shipment. All email orders will be acknowledged. If you don't hear from us, let us know.

ADD-ONS: We will not add on once an order is processed - usually after 15 minutes of faxing or calling in an order during business hours. We are proud of the fact that we do not delay orders and that they are processed quickly. Therefore, dealers should understand that it is to their benefit that their order has already been processed within 15 minutes of receipt. However we will try our best to accommodate you.

SPECIAL ORDERS: are welcome but CANNOT be cancelled or returned. Merrick Tackle is not to be held responsible for the time it takes a manufacturer to supply a special ordered item. The customer is responsible for supplying Merrick Tackle with the correct item number.

STOCK CHECKS: If you need to have confirmation that an item is in stock, we can usually tell you immediately. If the computer is showing an item as committed and possibly not available, we can check the warehouse and get back to you within the day. Due to the fact that on high-volume days the computer inventory is not always 100% accurate from minute to minute, we will contact you if an item you requested a check on is not available. When placing an order based on the importance of one specific

item, please tell the order processor you want the order cancelled if the important item is not available. **Orders cannot be cancelled or changed after they are processed. If this happens, a 25% restock fee will be charged.**

CUSTOMER DROP SHIPS: We will drop ship to your customers within the U.S.A. only. Orders and drop ship addresses and instructions must be in writing (fax or mail only), no phone instructions. If the order is refused by a customer, the dealer is responsible for freight and a 25% restocking fee.

CHARGE CARD: If paying by charge card you must fill out & fax the authorization form

MANUFACTURER DROP SHIPS: SEE THE INDEX FOR DETAILS.

BACKORDERS: We pride ourselves on maintaining a complete inventory, and most orders are shipped as requested. If we are temporarily out-of-stock, items will be held on backorder only if we expect delivery within a reasonable time. If you do not accept backorders, please notify us. The letters "O/S" appearing on your invoice indicate "out of stock". We suggest you reorder or choose a substitute item.

PICK UP: Pick-ups at our warehouse are permitted, in which case an appointment is necessary.

CLAIMS: All merchandise is carefully packed and inspected before shipping. You are advised to refuse any shipment that is noticeably damaged. Always obtain a receipt for merchandise you return or refuse. For slightly damaged or dented packages, have the driver make a note in his record. Inspect the merchandise immediately. If there is a problem, save all the packaging material for the carrier's inspection. Any claims for damages or shortages must be reported to your local office of the carrier **AT ONCE**, and to us within 72 hours. For any warranty problems or questions, please contact the manufacturer for fastest service.

**We accept
MasterCard and Visa**