

## CUSTOMER ACCOUNT FORM (with Optional Credit Application)

### Part I - General Customer Information (To be completed by all customers)

Company Name \_\_\_\_\_ Fed Tax ID # \_\_\_\_\_  
Name of Parent Company (if Subsidiary) \_\_\_\_\_  
Owners Names \_\_\_\_\_  
Street Address \_\_\_\_\_ Phone \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_ Fax \_\_\_\_\_  
Ship to Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Purchasing Contact Person \_\_\_\_\_ Purchasing Email \_\_\_\_\_  
Purchasing Phone \_\_\_\_\_ Purchasing Fax \_\_\_\_\_  
Accounts Payable Contact Person \_\_\_\_\_ A/P Email \_\_\_\_\_  
A/P Phone \_\_\_\_\_ A/P Fax \_\_\_\_\_  
Description of Business \_\_\_\_\_  
Years in Business \_\_\_\_\_ At Present Address Since (date) \_\_\_\_\_  
Company Website \_\_\_\_\_

### Part II – Credit Application – (TO BE COMPLETED ONLY IF APPLYING FOR OPEN CREDIT TERMS). Please complete the following section and INITIAL HERE \_\_\_\_\_ to authorize the release of bank and trade reference information to Kraft Power Corporation for verification purposes. IF OPEN CREDIT TERMS ARE NOT BEING REQUESTED, PLEASE LEAVE THIS PART BLANK.

DUNS # \_\_\_\_\_ Amount Requested: \$ \_\_\_\_\_

TRADE REFERENCES: (Give only names of those you buy from on an open account)

Company Name \_\_\_\_\_ Email \_\_\_\_\_  
Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax# \_\_\_\_\_ Account # \_\_\_\_\_  
Company Name \_\_\_\_\_ Email \_\_\_\_\_  
Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax# \_\_\_\_\_ Account # \_\_\_\_\_  
Company Name \_\_\_\_\_ Email \_\_\_\_\_  
Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax# \_\_\_\_\_ Account # \_\_\_\_\_

BANK INFORMATION: Name: \_\_\_\_\_  
Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax# \_\_\_\_\_ Account # \_\_\_\_\_

\*\*\*If Tax Exempt, Please Forward Executed Exempt Certificate\*\*\*

**By signing below, Customer acknowledges receipt and acceptance of Kraft Power Corporation's  
General Terms and Conditions and certifies that all information submitted herein is true and correct**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

# KRAFT POWER CORPORATION GENERAL TERMS AND CONDITIONS

**1.0 Summary.** These General Terms and Conditions are between Kraft Power Corporation ("Kraft Power") having a mailing address of 199 Wildwood Avenue, Woburn MA 01801-2024 (fax number 781 933 7812) and the individual, company, firm or corporation identified on the associated invoice, contract or as set forth below ("Customer", "You" or "Your"). The purpose of these General Terms and Conditions is to set forth the general terms and conditions that will apply to all services performed by Kraft Power for the Customer and all goods sold by Kraft Power to the Customer. Specific terms and conditions on such services and products will be provided may be set forth on separate agreements, written proposals, quotations, etc. (each hereinafter referred to as a "Related Agreement"). The provisions of these General Terms and Conditions shall be incorporated into each of these Related Agreements and govern all understandings between the parties unless otherwise expressly set forth in a Related Agreement. In the event of a specific conflict between the provisions of these General Terms and Conditions and the express provisions of any Related Agreement, the provisions of the Related Agreement shall control, except for Section 3.0, "Limited Warranty Statement", which shall be controlled by these General Terms and Conditions, unless amended in writing and signed by authorized personnel of Kraft Power.

**2.0 Payment Terms.** All charges are due and payable in accordance with the credit terms set forth on Kraft Power's invoice. If the Customer delays delivery from the agreed upon date, payment terms shall take effect on the date Kraft Power is prepared to make shipment. The failure of Customer to make any payments required by this Agreement or under any Related Agreement shall be considered an event of default and, without limiting Kraft Power's remedies at law or under this Agreement, shall entitle Kraft Power to suspend or terminate the services or products provided to Customer under all Related Agreements.

**2.1 Recoverable Costs & Expenses.** All actual or estimated costs and expenses that are directly related to the services performed will be disclosed in advance and reimbursed to Kraft Power. These may include, but not be limited to, airfare, hotel accommodations, tolls, business meals, parking, miscellaneous travel expenses, faxes, courier charges, express mailing, mileage round-trip from Kraft Power's service location or shipping point, and all other out-of-pocket expenses.

**2.2 Finance Charges, Collection Costs and Expenses.** All bills not paid within thirty days (30) of invoice due date will be assessed a late charge of 1.5% per month (18% per annum) on the unpaid balance until paid in full. In the event that Kraft Power brings any proceeding to collect amounts owed, Kraft Power shall be entitled to recover the costs and expenses (including but not limited to its filing fees, witness fees and reasonable legal fees) incurred in collecting such amounts.

**2.3 Storage.** If, for any reason beyond Kraft Power's control, including Customer's failure to give shipping instructions, the goods are not shipped after notification has been made to the Customer or its agent that they are ready for shipping, Kraft Power may store the goods at the Customer's risk and expense. The Customer shall pay all handling, transportation, storage and insurance cost at the prevailing commercial rates.

**2.4 Credit Approval.** Shipments, deliveries and performance of work shall at all times be subject to the approval of Kraft Power. Kraft Power may at any time decline to make any shipment or delivery or perform any work except upon receipt of payment or security or upon terms and conditions satisfactory to Kraft Power.

**2.5 Cancellation.** Orders are not subject to cancellation or change in specifications, shipping schedules or other conditions originally agreed upon without Kraft Power's written consent, which shall be in Kraft Power's sole discretion and then only upon agreement to compensate Kraft Power for all losses caused by such cancellation or changes.

## **2.6 Return Merchandise:**

- Electrical parts/components are not returnable.
- Kraft Power reserves the right to charge a restocking charge for returned merchandise that it determines in its sole discretion is reasonable.
- Prior written authorization is required before returning merchandise. All merchandise must be returned prepaid to Kraft Power's designated outlet, unless otherwise instructed when the authorization is granted.
- Kraft Power reserves the right to deny authorization for return for any items in its sole discretion.
- Kraft Power reserves the right to refuse unauthorized returns.
- All claims on returned goods must be made within thirty (30) days from shipment and accompanied by receipt on which original delivery was made.
- In cases where Kraft Power sells a product on an "exchange" basis, a "core charge" is payable by the Customer if an acceptable "core" is not returned to Kraft Power, freight prepaid by Customer, within thirty days after shipment of the exchange product. Kraft Power reserves the right to determine if the "core" is "acceptable" (i.e.; reasonably and economically suitable for repair and resale).

**2.7 Force Majeure.** Kraft Power shall not be liable in any way for any default or delay due to contingencies beyond its control, or the control of its suppliers or subcontractors, which prevents or interferes with Kraft Power making delivery or performing services on the date specified, including but not limited to war, or restraints affecting shipping, delivery of materials or credit as a result of war or war restrictions, non-arrival delay or failure to produce materials as a result of war or war restrictions, rationing of fuel, strikes, lockouts, fires, bombings, acts of terrorism, accidents, floods, droughts and any other contingency affecting Kraft Power, its suppliers, or subcontractors; and Kraft Power shall have the right to cancel a contract for services or cancel a contract of sale or to extend the shipping date in the event that one or more of such contingencies prevent or delay shipments. In the event of delayed or extended shipping dates due to the above causes, and the Customer changes shipping instructions, any additional shipping charges shall be paid by the Customer as a part of the purchase price.

**2.8 Third Party Vendors.** Kraft Power may from time to time refer the Customer to third party vendors for specific products or services. These vendors are not Kraft Power's subcontractors. It is the Customer's responsibility to select and negotiate the terms and conditions of the Customer's business with them. Kraft Power will not be responsible for their products or services.

**2.9 Taxes.** In addition to all other amounts payable under this Agreement or under a Related Agreement, the Customer shall pay all United States and foreign sales, use, value added, and other taxes and duties, of whatever nature, federal, state, provincial or otherwise (herein "taxes"), which are levied or imposed by reason of this Agreement or any of the Services or products purchased from Kraft Power. The Customer shall promptly pay Kraft Power for any such Taxes paid by Kraft Power on behalf of the Customer or which are required to be collected and paid by Kraft Power. Kraft Power may bill the Customer separately for such Taxes.

## **2.10 General:**

- Any claims for shortages or deductions for erroneous charges must be made in writing within thirty days after receipt of goods or services or shall be deemed waived.
- All manufacturer's names, numbers, symbols and descriptions are used for reference purposes only, and it is not implied that any part listed is the product of these manufacturers.
- All clerical errors on the part of Kraft Power are subject to corrections.
- Prices are subject to change without notice.
- Unless otherwise stated, prices are FOB point of manufacture.
- Delivery dates may be quoted by Kraft Power. Such dates are estimates only and in no event shall such dates be construed as falling within the meaning of "time is of the essence".

**2.11.A. No Hire Clause.** During the term of any Related Agreement under which Kraft Power is providing products or services, and for a period of one (1) year thereafter, the Customer and its affiliates will not (a) employ or hire, nor engage as a consultant, or subcontractor, any employee or subcontractor of Kraft Power, nor any of its affiliates, (b) solicit any employee or subcontractor of Kraft Power or any of its affiliates to become an employee of, or consultant or subcontractor to Customer or any of its affiliates, nor (c) recommend or suggest to any other person or entity that it so solicit, employ, hire, or engage any such employee or subcontractor. In the event of any breach of the foregoing provisions, Kraft Power shall be entitled to be paid, on demand, as liquidated damages and not as penalty, an amount equal to the annualized base salary and other regular compensation being paid to such employee or subcontractor as of the date of the termination of his or her employment with Kraft Power or its affiliate. It is agreed that the amount of damages, which would be suffered because of a breach of the foregoing provisions of this Section, would be difficult to measure and that such payment amount constitutes reasonable liquidated damages for such a breach.

**2.11.B. Governing Law and Jurisdiction.** These General Terms and Conditions and each Related Agreement shall be construed and enforced in accordance with the laws of the Commonwealth of Massachusetts, without regard to its conflict of law provisions. The United Nations Convention on the International Sale of Goods shall not apply to these General Terms and Conditions or any Related Agreement. All legal action shall be brought in the Commonwealth of Massachusetts.

**2.12 Assignment and Transfer.** Except as otherwise provided in any Related Agreement, these General Terms and Conditions and any Related Agreement may be assigned or transferred by either party and shall be binding upon and for the benefit of Kraft Power and the Customer, as well as the Customer's and Kraft Power's respective legal representatives, successors and assigns.

**2.13 Invalid Provisions.** These General Terms and Conditions and any Related Agreement shall be valid, and enforced to the fullest extent permitted by law. If any term, condition, or provision of these General Terms and Conditions or any Related Agreement, or the application thereof to any person or circumstance, shall be held invalid or unenforceable to any extent, then such term, condition, or provision shall be curtailed and limited to the extent necessary to bring it within the legal requirements of the remainder of these General Terms and Conditions, or Related Agreement, and the application of such term, condition, or provision to persons or circumstances other than those to which it is held invalid or unenforceable, shall not be affected thereby.

**2.14 Entire Agreement Modification.** These General Terms and Conditions and any Related Agreements constitute the entire agreement between Kraft Power and the Customer with respect to the subject matter thereof, superseding all previous communications and negotiations, whether written or oral. No modification of these General Terms and Conditions or any Related Agreement shall be binding unless it is in writing and executed by authorized representatives of Kraft Power and the Customer.

**2.15 Notices.** Any written notice or other written communication to a party under these General Terms & Conditions or any Related Agreement shall be delivered personally, sent by fax, or sent by express carrier for next business day delivery or by United States registered or certified mail, freight or postage prepaid. Notices shall be sent to a party's address or fax number set forth at the beginning of this agreement or such other address or fax number as such party may specify in writing and shall be effective upon receipt.

**2.16 Waiver of Failure to Act.** The waiver or failure of either party to exercise in any respect any right provided for such party in these General Terms and Conditions or any Related Agreement shall not be deemed a waiver of any further right hereunder.

**2.17 Third Party Beneficiaries.** These General Terms and Conditions and any Related Agreement shall not be deemed to create any rights in any third parties (excepting only Kraft Power's affiliates), including suppliers and customers of a party, or to create any obligations of a party to any such third parties.

**2.18 Affiliate.** As used in these General Terms and Conditions or in any Related Agreement, an "affiliate" of a party means a third party that directly or indirectly (by the ownership of voting securities, contract or otherwise) controls, is controlled by, or is under the common control with, such party.

**2.19 Security Interest.** Customer hereby grants Kraft Power a purchase money security interest and lien on any and all of Customer's right, title and interest in any goods sold hereunder wherever located, and all replacements or proceeds of the same, until the invoice for the subject goods is paid in full, including any late charges and costs of collection. Kraft Power shall be entitled to take such action as may be necessary to perfect such security interest in accordance with the provisions of the Uniform Commercial Code. In the event of a default by Customer of any of its payment obligations hereunder, Kraft Power shall be entitled to any of the rights and remedies provided by law. So long as any amounts shall be owed to Kraft Power, Customer will not change its name, principal place of business, or state of incorporation without prior written notice to Kraft Power. Customer shall at its expense protect and defend Kraft Power's rights against all persons claiming against or through Customer at all times keeping the goods sold hereunder free from any legal process or encumbrance whatsoever, including, but not limited to liens, attachments, levies and executions, and shall give Kraft Power immediate written notice thereof and shall indemnify and hold Kraft Power harmless from any loss caused thereby.

## **3.0 LIMITED WARRANTY STATEMENT**

Kraft Power makes no express or implied warranties including without limitation, implied warranties of merchantability and fitness for particular purpose on equipment or devices obtained from a manufacturer. There are no warranties which extend beyond the terms and conditions stated herein. Furthermore, there are no warranties that extend beyond the description on the face hereof or contained in the Related Agreements. Kraft Power does not warrant, either expressly or impliedly, any equipment, parts, or devices. The Customer's sole remedy is the warranty of the manufacturer. At the Customer's request, Kraft Power may furnish specific manufacturer's express limited warranty policies. The Customer accepts the goods sold "as is" and "with all faults" except as provided by the warranty of the manufacturer of the goods sold.

Kraft Power may provide technical information or advice to assist the Customer in the proper application and utilization of equipment or systems, in which case Kraft Power disclaims all warranties, express or implied, including without limitation implied warranties of merchantability and fitness for a particular purpose, or compliance with governmental regulations.

**SOLE LIMITED WARRANTY BY KRAFT POWER.** Kraft Power warrants that for ninety days beginning on the date of invoice, service labor by Kraft Power technicians shall be free from defects in workmanship. This warranty does not cover damage due to external causes including accident, abuse, misuse, problems with electrical power, servicing not authorized by Kraft Power, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Kraft Power. This warranty does not cover replacement or repair of materials due to normal wear. Kraft Power's responsibility is limited to repair or replacement at its designated facility, in which case the decision shall be in the sole judgment of Kraft Power. Unless otherwise expressly stated in the scope of work to be performed, Kraft Power makes no representation or warranty regarding Your equipment's compliance with governmental regulations.

IN NO EVENT SHALL KRAFT POWER BE LIABLE FOR ANY SPECIAL, INDIRECT, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE LOSSES OR DAMAGES (INCLUDING, WITHOUT LIMITATION, BUSINESS INTERRUPTION, REVENUE OR PROFITS, FEES OR FINES), EVEN IF KRAFT POWER HAS BEEN ADVISED OR MADE AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES OR DAMAGES AND REGARDLESS OF WHETHER THE CLAIM IS BASED ON CONTRACT, TORT, STRICT LIABILITY, OR OTHER THEORY OF LIABILITY.

Kraft Power's cumulative liability for all losses and damages under these General Terms and Conditions or under any of the Related Agreements (including, without limitation, those arising out of contract tort (including negligence), strict liability, warranty, or other theory of liability) shall not exceed (a) in the case of any services provided or to be provided by Kraft Power, the amount of the fees payable by Customer for such services under the applicable Related Agreement, and (b) in the case of any products or devices provided or to be provided by Kraft Power, the amount of Kraft Power's labor services associated with the product sale.

Kraft Power does not accept liability beyond the remedies set forth in this warranty statement or liability for incidental or consequential damages, including without limitation any other liability. Kraft Power makes no express warranties beyond those stated in this warranty statement. Furthermore, no personnel of Kraft Power are authorized to make warranties of any nature, orally or otherwise. All additional warranties must be in writing and signed by authorized personnel of Kraft Power in order to be binding upon Kraft Power.

**4.0 Indemnification.** Customer shall save harmless, indemnify, and at Kraft Power's option, defend Kraft Power, and or persons in Kraft Power's control, if any, from and against any and all liability, liens, claims, demands, damages, expenses, fees, costs, fines, penalties, suits, proceedings, actions and causes of action of any kind and every kind and nature arising or growing out of or in any way connected with Kraft Power's performance in connection with this Agreement or any Related Agreement.

**5.0 Waiver of Subrogation.** Customer and all parties claiming to be related to Customer hereby agree to release and discharge Kraft Power from all claims and or liabilities arising from or caused by any casualty or hazard which may arise out of or in connection with activities associated with Kraft Power's work on equipment or premises as specified by the attached documents, and Customer agrees to waive any right of subrogation which might otherwise exist in or accrue to any person on account thereof and further agree to evidence such waiver as may be required by Customers' insurance policies.

**6.0 Acknowledgment.** Customer acknowledges that it engages in the conduct of trade or commerce. Customer acknowledges that this transaction is a business to business transaction and is not for personal services or for personal goods sold or delivered to a consumer.