



Checklist to set up a new account with Arizona Complete Candy & Tobacco

Thank you for choosing Arizona Complete Candy & Tobacco as a supplier for your retail convenience location. To set up your account, we will need the following information: email or fax the information to us. Email signed documents to Accounting@arizonacomplete.com or fax to 623-399-4200

What are your store hours for delivery? _____

What is your delivery address? _____

How often will you place orders ___ weekly ___ 2x month ___ monthly ___ walk-in?

What is your estimated spend per order \$ _____ CIGS \$ _____ TBCO
\$ _____ CNDY \$ _____ Other

All orders are to be placed via website - Signature _____ Date _____

I have read, signed, and initialed the return policy Signature _____

The order minimum for delivery is \$3,000.00, any amount less than this will be charged \$25.00 for delivery. Signature _____ Date _____

Additional documents to send back with the application:

1. This cover sheet – signed and dated
2. Our application - signed 2x by owner and spouse - REQUIRED
3. Owner's Driver's License and operating agreement indicating primary ownership if LLC, S-Corp, or C-Corp – REQUIRED
4. AZ Transaction Privilege Tax License (AZ-TPT) - REQUIRED
5. Billing and Delivery address - DELIVERY WILL MATCH LOCATION ON TPT LICENSE
6. Email address for order confirmations and invoices- REQUIRED
7. Verification of Tribal Registration Number (if applicable)
8. Auto ACH form – required for all accounts - REQUIRED
9. Initial terms for new accounts are COD by certified check or money order for 180 days. After six months of steady payments, credit terms discussed with verified credit references.

CUSTOMER ACCOUNT APPLICATION

All pages must be initials and page 2 and 3 must be signed

Company Information	
Company Name	
DBA / Trade Name(s)	
Legal Structure <i>Check one</i>	<input type="checkbox"/> Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> LLP <input type="checkbox"/> Corporation <input type="checkbox"/> LLC <input type="checkbox"/> Non-Profit
Date Business Started	
Federal Tax ID	
State resale or sales tax number (if applicable)	
Billing Address	
Street address	
City, State, Zip	
Phone number	
Fax number	
Ship To Address	
Street address	
City, State, Zip	
Accounts Payable Contact	
Name	
Phone number	
Fax number	
Email address	
Purchasing/Buyer Email address/Fax Number	
Trade References Company Name →	
Contact name, title	
Street Address	
City	
State	
Zipcode	
Phone number	
Email address	
Goods, services supplied	
Trade References Company Name →	
Contact name, title	
Street Address	
City	
State	
Zipcode	
Phone number	
Email address	
Goods, services supplied	
Trade References Company Name →	
Contact name, title	
Street Address	
City	
State	
Zipcode	
Phone number	
Email address	
Goods, services supplied	

Application completed by (Printed name and title): _____

Signature: _____ Phone number: _____ Email address: _____

TERMS AND CONDITIONS

This Customer Account Application is made to Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco Corporation, for the purpose of inducing Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco to extend credit for all purchases, services and other expenses rendered to or on behalf of the applicant named below, according to the following terms.

1. Following acceptance of this application, Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco, in its sole discretion, and notwithstanding any request of the applicant, shall have the right to terminate applicant's credit privileges under this application at any time without prior notice to the applicant, except as otherwise provided by law. Such termination shall not relieve the Applicant from any balance previously incurred.
2. All purchases by the applicant of goods and service from Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco will be made in accordance with the terms and conditions of this application and any invoices and other documents evidencing applicant's obligations to Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco, all of which are incorporated herein by this reference.
3. The entire outstanding balance due to Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco on all invoices shall become due in full immediately upon default in the payment of any invoice (defined as including, but not limited to, more than 90 days past due). Applicant agrees to pay interest in the amount of 1.5% per month or the highest rate permitted by law, whichever is less, on any past due amounts (including interest and any fees) until collected. Applicant agrees to pay all costs of collection incurred by Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco, including attorneys' fees and expenses, should a default in payment or any other obligation of the applicant to Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco occur.
4. If this application is not fully approved or if any other adverse action is taken with respect to applicant's credit with Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco, the applicant has the right to request within 60 days of Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco's notification of such adverse action, a statement of specific reasons for such action, which statement will be provided within 30 days of said request. To obtain the statement of specific reasons, please contact our credit department.
5. This application, all transactions, actions, and proceedings arising from, relating to, or in connection with this application between the applicant and Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco shall be governed by and interpreted in accordance with the laws of the state of Arizona, without regard to the conflicts of law provisions therein. Applicant further agrees that in the event any action is commenced in connection with this application, venue for such action or proceeding shall be proper with any court located in Maricopa County, State of Arizona. Any returned checks shall incur a charge of \$60.00 dollars per check, or other such amount as determined by Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco.
6. If applicant ceases doing business with Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco for any reason, the applicant will immediately purchase from Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco all remaining proprietary/special order items in Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco's inventory.
7. Applicant expressly agrees that Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco shall not be responsible for any product nonconformity as to the quantity, quality or price, unless noted on the original delivery receipt at the time of delivery or unless Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco is notified in writing of any such nonconformity within five (5) days of receipt of any nonconforming delivery; by certified mail return receipt requested.
8. Except as to the number of goods ordered, no terms and conditions set forth in any purchase order or other form of the applicant will apply to sales by Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco to the applicant.

The approximate amount of credit that the applicant requires per month shall not be binding upon Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco, nor shall Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco incur liability by granting, reducing, increasing or refusing such amount.

Applicant hereby certifies that the information furnished under this application and any other financial statements furnished in connection herewith, is true and correct and that this information is being provided to Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco for the purpose of inducing Fullline Vending Inc., DBA Arizona Complete Candy

& Tobacco to extend credit to an applicant and understands that Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco intends to rely upon such information.

Applicant understands and agrees to be bound by the above terms and all invoices and other documents furnished by Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco from time to time, all of which are incorporated herein by reference, and to advise Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco of any material change in the information provided herein, including but not limited to, change of ownership, address or telephone number.

Applicant understands that Fullline Vending Inc., DBA Arizona Complete Candy & Tobacco will retain this application whether or not it is approved.

Personal Guarantee

9. In consideration for the credit extended, the undersigned contracts and guarantees to the faithful payment, when due of all accounts of the company seeking credit for all purchases by the Applicant and for the proceeding three years from the date of this application. The undersigned guarantor expressly waives all notice of acceptance of this guarantee, a notice of extension of credit, presentment of demand for payment, and any notice of default by the company seeking credit and all other notices the guarantor might be entitled to. The revocation of the guarantee shall be in writing and delivered by certified mail. All Guarantors agree that in the event any action is commenced in connection with this Guarantee, venue for such action or proceeding shall be proper with any court located in Maricopa County, State of Arizona.

Applicant (Full firm name): _____

By Authorized Agent (printed name & title): _____

Signature: _____ Date: _____

SSN: _____ DOB: _____

By Spouse of Authorized Agent (printed name & title): _____

Signature: _____ Date: _____

SSN: _____ DOB: _____

Request for owners Identification:

Account Name: _____ **Account No.:** _____

Owner Information:

Name: _____

Phone Number: _____ Fax: _____

Email: _____



Authorization to Update Customer Information: By signing my signature below, I am certifying that the above information is true and accurate to the best of my knowledge. I also certify that I am an authorized agent and allowed to execute this customer update form.

_____ Date
Authorized Signature

Print Name and Title / **Driver's License Number OR State Identification Number**

Arizona Complete Candy & Tobacco
Credit and Return Policy
Updated November 16, 2014

Cigarette Credits and Returns:

- a. **Noted at time of delivery:** In the event that there is improperly picked or damaged item(s) that are noticed at delivery, the driver can return the merchandise and issue a credit against the invoice for the day's delivery.
- b. **Noted after delivery:** in the event that there is improperly picked or damaged item(s) is noticed after the driver has left please contact Accounts Receivable at 1 (800) 695-4060 **within 24 hours** of your delivery. Accounts Receivable will issue a Return Merchandise Authorization and the merchandise will be picked up on the next delivery. The credit will be issued once product has been received into the warehouse.
- c. **Driver can issue a Return Merchandise Authorization at ZERO VALUE** for items from previous orders with prior approval only. These items will then be inspected at our warehouse and a determination will be made if a return is possible. If it is not possible we will return the product to you with our next delivery.

Requirements for Returns:

- 1. The case or item(s) must be in saleable condition, **unopened** and not priced, so that they can be inspected and placed back into our warehouse inventory.
- 2. The item(s) must be called in to Accounts Receivable **within 24 hours** of delivery.
- 3. Must have **date of purchased** and **invoice number** for item(s) being returned in order for the credit to be issued properly.
- 4. **There will be a 15% service charge for returns (good or bad product).**

Out of Code Cigarettes:

- a. All products must have been purchased from AZC within the past 12 month period, invoice number items were purchased on must be included with Representative form. Currently the only out of code cigarettes or tobacco we are able to return is **LIGGET, SANTA FE and COMMONWEALTH BRANDS; credit given at prior year price.** All items must have the proper paper work filled out by the Manufacturer Representative in order to have your product returned. Please have the completed paper work prepared and ready for pick up by an Arizona Complete. The proper credit will be issued to your account once product has been received into the warehouse.

Tobacco Credits and Returns:

- a. **Noted at time of delivery:** In the event that there is improperly picked or damaged item(s) that are noticed at delivery, the driver can return the merchandise and issue a credit against the invoice for the day's delivery.
- b. **Noted after delivery:** in the event that there is improperly picked or damaged item(s) is noticed after the driver has left please contact Accounts Receivable at 1 (800) 695-4060 **within 24 hours** of your delivery. Accounts Receivable will issue a Return Merchandise Authorization and the merchandise will be picked up on the next delivery. The credit will be issued once product has been received into the warehouse.
- c. **Driver can issue a Return Merchandise Authorization at ZERO VALUE** for items from previous orders with prior approval only. These items will then be inspected at our warehouse and a determination will be made if a return is possible. If it is not possible we will return the product to you with our next delivery.

Customer Initials _____

Arizona Complete Candy & Tobacco
Credit and Return Policy
Effective October 31, 2011
Updated November 16, 2014

Requirements for Returns:

1. The case or item(s) must be in saleable condition, **unopened** and not priced, so that they can be inspected and placed back into our warehouse inventory.
2. The item(s) must be called in to Accounts Receivable **within 24 hours** of delivery.
3. Must have **date of purchased** and **invoice number** for item(s) being returned in order for the credit to be issued properly.
4. **There will be a 15% service charge for all returns (good or bad product).**

Out of Code Tobacco:

- a. In order to ensure proper credit for any USSTC products that are “out of date” the return must include the USSTC Return form with invoice numbers items were purchased filled out and signed by Store Rep then the CAN count verified by AZC Driver and signed. Our Driver will then take the cans and paperwork, product will be verified that it was purchased from AZC, and a credit will be mailed to you.
- b. In order to ensure proper credit for any ASC products that are “out of date” the return must include the ASC Return form with invoice numbers items were purchased and all cans must be in the ASC issued white boxes. Our driver and your Store Rep need to verify the can count and sign off on the paperwork. Our Driver will then take the box(s) and paperwork provided by the Manufacturer Representative, product will be verified that it was purchased from AZC, and a credit will be mailed to you.
- c. Please have the completed paper work prepared and ready for pick up by an Arizona Complete. **DO NOT FAX RETURN FORM** to customer service as credit cannot be issued until product is returned to our warehouse with invoice numbers items were purchased on originally. The proper credit will be issued to your account once product has been received into the warehouse.
- d. All other smokeless tobacco credit for returns will be issued the proper credit to your account once product has been received into the warehouse with original invoice numbers referenced and the vendor has given us authorization for the return. Please contact Accounts Receivable at 1 (800) 659-4060 for an RMA and the driver will pick up the product next time they deliver to your store.

Other Returns:

“Roll Your Own” equipment is a non-refundable product. Contact the manufacturer if you feel the product is defective.

Customer Initials _____

Arizona Complete Candy & Tobacco
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Health and Beauty Product (non-prescription drugs, OTC drugs)

- a. Product cannot be returned once the product is out of the control of our driver per Arizona Pharmacy Board.

Perishable Returns:

- a. Due to the nature of these items (cooler or freezer and dated products) they cannot be picked up or returned when the customer has over bought or the product simply is not moving at their location.
- b. **Noted at the time of delivery:** We understand that mistakes do occur at order entry and should the customer receive an item that was incorrectly ordered, the driver will issue the customer a credit for return(s) to be used against the invoice issued for that day's delivery.

Non Perishable Returns:

- a. **Noted at the time of delivery:** if a product is incorrectly ordered or an over order is noticed while the driver is in your store, the driver can return the item and issue a return credit to be used against the invoice issued for that day's delivery.
- b. **Noted after delivery:** if a product is incorrectly ordered and is noticed after the driver leaves your store, please contact Accounts Receivable at 1 (800) 659-4060 **within 24 hours** of delivery. Accounts Receivable will issue a Return Merchandise Authorization and the merchandise will be picked up on the next delivery. The credit will be issued once product has been received into the warehouse.

Requirements for Returns:

- a. The case or item(s) must be in saleable condition, **unopened** and not priced, so that they can be inspected and placed back into inventory stock.
- b. The item(s) must be called in to Accounts Receivable **within 24 hours** of delivery.
- c. Must have a **date of purchase** and **invoice number** for the item(s) being returned in order for the credit to be issued properly.

Credits>Returns due to hidden damage, shortages, warehouse error, or short dated:

Perishable Credits (including short dated and out of date products)

- a. **Noted at time of Delivery:** Since perishable item(s) are checked in by both the driver and receiver, the driver will issue a credit for these item(s). The credit will be applied to the invoice issued on the day of delivery.
- b. **Noted after delivery:** Credit cannot be issued for perishable and frozen products after the driver leaves the store. All other item(s) must be called in to Accounts Receivable **within 24 hours** of delivery to receive credit and to schedule merchandise to be picked up on the next delivery. Accounts Receivable will issue a Return Merchandise Authorization and the merchandise will be picked up on the next delivery. The credit will be issued once product has been received into the warehouse.

Non Perishable Credits:

- a. **Noted at the time of delivery:** if a product is incorrectly ordered or an over order is discovered while the driver is in your store, the driver can return the item and issue a return credit to be used against the invoice issued for that day's delivery.
- b. **Damaged:** in case of damaged item(s) noted when the driver is in store, driver will issue a credit for the item(s) and return the damaged merchandise to the warehouse.

Customer Initials _____

Arizona Complete Candy & Tobacco
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Updated November 16, 2014

- c. **Shortages:** if an item(s) is noted to be short by the driver and/or receiver at time of delivery, a credit will be issued by the driver for the shortage.
- d. **Improperly picked items:** in case there is an improper pick noted at the time of delivery, the driver will issue a credit based on the value of the item(s) on the invoice. Should the customer choose to keep the item(s), they will be invoiced for the additional charges or issued a credited as the situation dictates.
- e. **Noted after delivery:** if a product is incorrectly ordered and is noticed after the driver leaves your store, please contact Accounts Receivable at 1 (800) 659-4060 **within 24 hours** of delivery. Accounts Receivable will issue a Return Merchandise Authorization and the merchandise will be picked up on the next delivery. The credit will be issued once product has been received into the warehouse.

Requirements for Returns:

1. The case or item(s) must be in saleable condition, **unopened** and not priced, so that they can be inspected and placed back into our warehouse inventory.
2. The item(s) must be called in to Accounts Receivable **within 24 hours** of delivery.
3. Must have **date of purchased** and **invoice number** for item(s) being returned in order for the credit to be issued properly.

---Important Contact Phone Numbers---

Order can be faxed to: 1(800) 695-8435

Orders can be emailed to: order@arizonacomplete.com

Customer Service Outside of Local Area: 1(800) 659-4060

Warehouse Main Number: (623) 939-5111

Accounts Receivable: accounting@arizonacomplete.com

**I have read, initialed each page, and understand the
Fullline Vending Inc. dba Arizona Complete Candy &
Tobacco Return Policy**

Date _____

Customer Signature



Notice regarding UPS Shipments

To whom it may concern,

Thank you for giving us the opportunity to serve your cigarette, tobacco and grocery needs. We are trying to continue to meet the needs of our long time customers who are too far away to come into the warehouse, are located out of our delivery area, or have orders less than the delivery minimum by utilizing UPS.

We strive to always have accurate orders so we have composed a system where all items are individually scanned and put into the package to ensure accuracy. There is very little opportunity for items to be mishandled or missed during the packing phase at the warehouse as each item on the order must be scanned in order for it to show on the invoice. Unfortunately, once the package leaves the warehouse, those same opportunities for mishandling and missing items can grow because the package is no longer in our possession. Please understand that we hope that items reach you in the same condition as they are when they leave the warehouse however we cannot be responsible for what happens after the product has been picked up in preparation to be shipped.

With that being said, beginning immediately, Arizona Complete Candy & Tobacco will not be responsible or liable for any missing or damaged products that are shipped. We will not be able to credit or replace any items for those reasons. Should either of these happen, please reach out to UPS directly to handle the issue.

Should you be uncomfortable with the change, there are still other options. We are open Monday – Friday from 7am to 4pm for walk-in service. Please feel free to send the order as you normally would, and let us know that you are picking up, and we can have it ready for you the next day. We also have our own delivery drivers who will deliver for free with an order of at least \$1,000.00 to most areas in Arizona (\$25.00 delivery charge applies if you do not meet the minimum).

We understand that change is difficult and we appreciate your understanding in this matter. Please read, sign and return this page so that we can continue to ship orders to you without any delay. We thank you for your business.

Account Number: _____ Store Name: _____

Printed Name: _____

Signature: _____

Date: _____



**ARIZONA
COMPLETE**
YOUR RETAIL PARTNER
Candy, Groceries & More

**Fullline Vending Inc. dba Arizona Complete Candy & Tobacco
Customer ACH Set-Up**

Updated February 3, 2020

Questions: Ellen@arizonacomplete.com or (623) 939-5111 x206

Thank you for choosing to convert your account to an ACH draw.

1. Your terms will be Net 7 on your invoices
2. ACH transactions are required to be initiated 72 hours in advance
3. All rejected transactions will incur a \$60.00 non-sufficient funds penalty
 - a. If this occurs, you will be required to send a cashier's check to cover the fee plus the invoices that are not paid, and the account will be on credit hold until paid in full.
4. ACH Terms will be in place until we receive a written letter revoking authorization from the bank account owner.
5. Please fax to (623) 399-4200 or email to Ellen@arizonacomplete.com

Company Name: _____ Name on bank account not store name

Company ID: _____ Your account number with us

Bank ID: _____ Bank Account Routing Number

Bank Account Number: _____ Bank Account Number

Account Type: ____ Checking ____ Savings

Bank Account Class Code: _____ Business Account _____ Personal Account

Email address for notices: _____

Bank Account Authorized Signer Signature

Date

Office Use Only:

ACH Set-up Date: _____

First Draw Date: _____

Completed By: Ellen Schwartz

Notified Customer: _____

ARIZONA DEPARTMENT OF REVENUE
ATTN: Customer Care and Outreach
PO BOX 29032
Phoenix, AZ 85038-9032



ARIZONA DEPARTMENT OF REVENUE TRANSACTION PRIVILEGE TAX LICENSE NOT TRANSFERABLE

The licensee listed below is licensed to conduct business upon the condition that taxes are paid to Arizona Department of Revenue as required under provisions of A.R.S. Title 42, Chapter 5, Article 1.

2017

ISSUED TO:

Legal Business Name
Address

@

ALL communications and reports MUST REFER to this LICENSE NO.

LICENSE:

START DATE: 05/09/1966

ISSUED: 11/29/2016

EXPIRES: 12/31/2017

LOCATION:

CODE 004

Store Name
Address

1600048092656

(B)

these could be different

Exp 12/31/2020

Example:

a = Fullline Vending Inc

b = Arizona Complete

BUSINESS CODE

011 - RESTAURANTS AND BARS

017 - RETAIL

025 - TRANSIENT LODGING

030 - USE TAX FROM INVENTORY

REGION

County info

JURISDICTION

COUNTY

COUNTY

COUNTY

COUNTY

This License is issued to the business named above for the address shown. Licenses, by law, cannot be transferred from one person to another, nor can they be transferred from one location to another. Arizona law requires licensees to notify the Department of Revenue if there is a change in business name, trade name, location, mailing address, or ownership. In addition, when the business ceases to operate or the business location changes and a new license is issued, this license must be returned to the Arizona Department of Revenue. According to R15-5-2201, license must be displayed in a conspicuous place.