

Marketing Members, LLC

2613 Buell Ave. Bldg D

Austin, TX 78757

Office: 512-371-3002 • Fax: 512-371-3829

www.MarketinMembers.com

MarketingMembers@Gmail.com

Marketing Members Fulfillment Agreement

Marketing Members believes in maintaining customer satisfaction throughout the fulfillment process. In order to provide you, the client, with the best services possible Marketing Members has set forth the following guidelines for agreement of services to be rendered:

(1) New Products:

- (a) Proofs must be approved before a new product will be created.
- (b) 5-7 business days must be allowed for most new product orders unless otherwise specified.

(2) Shipping:

- (a) In stock products are shipped within 48 business hours for orders placed before noon (12 P.M. CST), unless:
 - (i.) shipment date is within the guidelines for holiday closures (refer to section 6 'Closures and Holidays').
 - (ii.) account is on hold.
- (b) Orders placed after noon (12 P.M. CST) are received the next business day.
- (c) Orders should be emailed in a formatted spreadsheet to the email address provided.
- (d) USPS is shipped daily but due to carrier routes may not be picked up the same day.
- (e) USPS postage is due in advance for all mail-out pieces.

(3) Payment:

- (a) Payment is due upon receipt.
 - (i.) Marketing members will keep a credit card number on file and run the charge one day after invoice is sent to client. (This way Client will have the opportunity to contact Marketing Members prior to any charges being made to the card(s) on file).
 - (ii.) If Client wishes to pay by check, payment is due immediately and Client must be preapproved by Marketing Members in writing before utilizing this payment method.
- (b) Failure to make payment will result in the automatic and immediate suspension of all services until payment is rendered, and will further result in the accrument of late fees and/or penalties.

(4) Inventory:

- (a) Marketing Members will keep an inventory of purchased items and update inventory as frequently as invoices are sent.
- (b) Client may choose to setup automatic product creation. (This will prevent Client from selling more products than are in stock.) Client will set trigger numbers for automatic product creation. For example when Client has 5 products in stock an automatic order will be placed for 25 additional products. This is optional but highly recommended. There is no additional fee for this service.

(5) Hours of Operation:

- (a) Monday—Friday: 9:00 A.M. CST to 5:00 P.M. CST
- (b) Marketing Members will only be available for weekend work for 'RUSH' projects.
 - (i.) RUSH projects will result in additional charges to client per order.

Client Name: _____

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(6) Closures and Holidays:

- (a) Marketing Members will be closed any and all days UPS, FedEx or USPS does not accept shipments.
- (b) Marketing Members may be closed additional days surrounding holidays such as but not limited to Thanksgiving, Christmas, and New Years.
 - (i.) Marketing Members will notify client at least 48 hours in advance of special closures.

(7) Contact:

Client may contact Marketing Members via phone, email or fax unless otherwise specified.

(8) Service:

If for any reason Marketing Members decides to no longer offer Client services, Marketing Members reserves the right to notify Client of this decision. Client will be notified at least 30 days in advance. However, Marketing Members reserves the right to terminate services effective immediately for non-payment. Any and all services that conflict with this agreement will stop immediately. Marketing Members will not provide services to any person or company who intends to scam, trick or otherwise fool a customer.

Client must notify Marketing Members at least 30 days in advance for cancellation of any and all services.

(9) Notice:

This Agreement is subject to change, and Marketing Members reserves sole right to make changes for future services. However, in the event that this document is changed, Client will be notified within 30 business days of changes made to this Agreement.

We / I, the undersigned Client(s), understand the terms of this Agreement and agree to adhere to the guidelines and terms set forth by this agreement.

Client(s) Signature: _____

Client(s) Signature: _____

Client Return Address To Appear On Shipped Packages (No P.O. Boxes):

(You may use your business name with our address)

Business Name: _____

Business Address 1: _____

Business Address 2: _____

City: _____ State: _____ Zip: _____

Country: _____

Shipping Notification Email: _____

Contact Phone: _____ (_____) _____

(For phone numbers outside the US please indicate proper country code prefixes.)

Client Name: _____

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Contact Information:

Business Name: _____

Staff Member Names: _____

Business Address1: _____

Business Address2: _____

Business City: _____ State: _____ Zip: _____

Contact Phone: _____ (_____) _____

Secondary Contact Phone: _____ (_____) _____

Fax: _____ (_____) _____

Email: _____

Alternate Email: _____

Authorized Purchasers:

Full Name: _____

Full Name: _____

Full Name: _____

Full Name: _____

Primary Credit Card Information:

Name on Credit Card: _____

Credit Card Type: _____

Credit Card Number: _____

Credit Card Expiration: _____ Security ID Code: _____

Credit Card Billing Address: _____

Credit Card City: _____ State: _____ Zip: _____

Credit Card Country: _____

Contact Phone: _____ (_____) _____

Secondary Contact Phone: _____ (_____) _____

Email: _____

Alternate Email: _____

Signature: _____ Date: _____

Secondary Credit Card Information:

Name on Credit Card: _____

Credit Card Type: _____

Credit Card Number: _____

Credit Card Expiration: _____ Security ID Code: _____

Credit Card Billing Address: _____

Credit Card City: _____ State: _____ Zip: _____

Credit Card Country: _____

Contact Phone: _____ (_____) _____

Secondary Contact Phone: _____ (_____) _____

Email: _____

Alternate Email: _____

Signature: _____ Date: _____

Client Name: _____