

Dear Prospective Dealer,

Thank you for your interest in Fusion Research and our products, our goal in growing the company has been built upon the support of the best dealers and representatives in the custom installation industry. Our product developments have been a direct result of dealer requests. We value this important relationship and the success of our company is directly linked to supporting our customers (you) in this endeavor.

Please review the following information as you are agreeing to these terms becoming a direct dealer for Fusion Research, if you have any questions please feel free to contact us directly (925) 217-1233.

**IMPORTANT DEALER INFORMATION**

**DEALER CHANNEL:**

Fusion only produces products that require expert professional installation. As such, the dealer channel consists of a select group of high-end installation companies. The respect these dealers command with their clientele further enhances our exclusivity and appeal to the general public. Fusion expects its dealers to have strong domain knowledge in all aspects of custom installation of audio and video products.

**BEST BUSINESS PRACTICES:**

### Fusion expects its dealers to be competent and professional in their business practices as it relates to specifying, planning, installing and finishing projects that utilize our products. It is the dealer’s responsibility to have a complete understanding of Fusion’s products, including all features and limitations for the application the dealer is delivering. It is the dealer’s responsibility to understand and accept the job of selecting and installing the correct product for the job that is to be performed. Fusion is not responsible for miss-specified jobs that cannot be completed because of product limitations that were never taken into account.

**E-COMMERCE & PUBLIC PRICING:**

Fusion products require expert installation the company does not allow any sales of its products over the Internet, nor public posting of our manufacturer suggested retail prices without prior written permission. Any violation of these terms is subject to termination of the dealer relationship.

**SERIAL NUMBERS:**

We track serial numbers for all products and keep records of which all products are sent to each dealer, this includes complete built sheets and complete records relating to each product purchased.

**PRICES:**

Prices are subject to change without notice. Orders are accepted at pricing in effect on date of shipment to guarantee pricing for a specific period. Fusion only sells to authorized dealers in good standing. Possession of Fusion price list does not constitute an offer to sell.

**TERMS:**

Payment by credit card (Visa, MasterCard, or American Express) is accepted. Payment is charged when the order begins its build cycle. Prepaid orders are accepted when paid with company check. Wire transfer information is also available upon request. Contact Fusion for details of your account, including terms of sale and price structure. Fusion does not accept COD orders.

**Initial Here:**

**ORDERING:**

### Because of our commitment to building and shipping orders accurately, we request that all orders be placed in writing via a purchase order and emailed to orders@fusionrd.com. Music servers typically take a few days to ship, movie servers are built to order and hand tested, they may take longer. Please plan accordingly.

**DELIVERY:**

All product ships FOB Danville, CA. All international orders are shipped freight collect. All shipping costs and risks of freight damage are the responsibility of the purchaser. Any claims for shortages or damages are the responsibility of the purchaser. Any claims for shortages or damages, concealed or otherwise, must be made immediately on receipt of product. See freight damage policy below. All promises of delivery are made in good faith and every reasonable effort is made to see that delivery schedules are met.

**SPECIFICATIONS:**

Fusion is constantly developing new products and making improvements to existing ones; therefore, we reserve the right to revise or change specifications, designs and model numbers and to discontinue models without notice.

**FREIGHT DAMAGE:**
Upon acceptance of a shipment, it is the dealer’s responsibility to open the package(s) immediately and report any damage AND file a claim with the freight company. All products ship FOB or point of shipment - this means once it leaves our warehouse it is the responsibility of the purchaser. For questions, please call Customer Service at 925.217.1233. Between the hours of 8AM to 5PM Pacific Time.

**RETURN AUTHORIZATION:**
Fusion provides a 14-day (calendar day) refund from the date of receipt of a product. *Please note: Special order products, such as NAS units or specially configured systems, are not returnable.* To qualify, you must have an RMA (return merchandise authorization) and the product must be undamaged and returned complete with all accessories and packaging. There will be a 25% re-stocking charge applied to all products that are opened or scratched. No refunds are allowed on products past this time period without written authorization. Fusion provides a 30-day (calendar day) return policy for company credit toward other products following all the guidelines outlined above for refunds. No refunds or returns are permitted after the 30-day period has elapsed.

**MOVIE ARCHIVE DISCLOSURE:**
Fusion manufacturers media servers, which archive DVD, Blu-ray and UHD (movies), as well as private (home) videos. While the company can archive virtually 99% of all commercial movie discs, it is impossible to guarantee the ability to load every possible disc that may become available. Some discs may not load due to damage or even some future copy protection not yet available. Fusion will make every available effort to identify and correct any such problem, but the dealer must acknowledge that some discs may not be accepted (or loadable) into the Fusion system. To archive the system requires a copy of AnyDVD HD, available at [www.redfox.bz](http://www.redfox.bz).

**STREAMING MUSIC SERVICES:**
Due to the dynamic nature of streaming music services, Fusion cannot be held responsible for the loss of support of a particular music service. Please contact Fusion at the time of purchase to confirm current streaming services that are supported.

**I fully understand the dealer agreement and my signature below indicates my acceptance of the terms of the application:**

**Signature:       Date:**

**Please email the completed form to** **orders@fusionrd.com**

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| FusionLogoFuSION research DIRECT DEALER Application Please email completed application to: orders@fusionrd.com  |
| **Primary Contact Information** |
| Company name:  | Web Site:  |
| Legal company name:  | Year established:  |
| Phone:  | Fax:  |
| Owners name:  | E-mail:  |
| Primary contact:  | E-mail:  |
| Accounts Payable contact:  | E-mail:  |
| **BILLING/SHIPPING ADDRESS** |
| Registered company address:  |
| City:  | State:  | ZIP Code:  |
| Billing company address *(If different from above)*:  |  |
| City:  | State:  | ZIP Code:  |
| **Business INFORmation** |
| Type of Business (check): | Integration Only [ ]  | Integration w/Showroom [ ]  | Retail\* [ ]  |
| \* If retail, # of locations:  Note: Please fill out store locations and contacts on separate sheet. |
| Annual Sales Volume:  | % of business custom installation:  |
| # of Salespeople:  | # of Installers:  |
| **contacts: price sensitive information** |
| **Name** | **Position** | **E-mail** |
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| **contacts: newsletters – tech & sales support information** |
| **Name** | **Position** | **E-mail** |
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| **Current product lines** |
| **Control & Remotes** | **Distributed Audio** | **Other Audio Lines** |
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| **Miscellanious** |
| How did you first hear of Fusion Research?:  |
| **PRincipal Signatures** |
| Title:  Date:  | Title:  Date:  |

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| FusionLogoFuSION research CREDIT CARD AUTHORIZATION FORM  Please email completed form to: orders@fusionrd.com**Authorization for Credit Card Purchase****3/23/2023**Invoice or PO Reference # *(if needed)*:       |
| **Company Information** |
| Company name:       |
| Credit card holder’s name:      |
| Company credit card billing address:       |
| City:       | State:      | ZIP Code:      |
| Company phone:      | Company Fax:      |
| **CREDIT CARD INFORMATION** |
| Card Number:       | Expiration Date:       |
| Name on Card:       | CID:      | Type of Card:      |
| Amount Authorized in US$:       |
| Card Holders Signature: |
| **COMPANY CONTACT AND FUTURE USE** |
| Direct contact name:       | Direct contact phone #:       |
| Direct contact email:       |
| Keep on file for future transactions:       |
| Notify direct contact on purchases over (if applicable):       |
| **Fusion contact information & TeRms** |
| If there are any questions about this form, please call (925) 217-1233 9am – 5pm PST. Payment is charged when the order begins its build cycle. Fusion requires 7-10 days to build each order. All product ships FOB Danville, CA. All shipping costs and risks of freight damage are the responsibility of the purchaser.Fusion provides a 14-day (calendar day) refund from the date of receipt of a product. *Please note: Special order products, such as NAS units or specially configured systems, are not returnable.* To qualify, you must have an RMA (return merchandise authorization) and the product must be undamaged and returned complete with all accessories and packaging. There may be a 25% re-stocking charge applied to all products that are opened or scratched.Sincerely,Fusion Research |