



Maryland Headquarters  
1306 Continental Dr  
Abingdon, MD 21009

Florida Branch  
1952 NW 93<sup>rd</sup> Ave  
Miami, FL 33172  
*Hablamos español*

Credit Card Accounts – please type or print neatly! Return completed form to Maryland address above or fax 1-800-888-3293.

## President's Message

Since 1975 Tritronics has worked towards one goal: to be the best electronics parts distributor in our industry. Our highly-trained employees are committed to each of our customers. As an account customer you will have full access to our award-winning website that provides extensive information, allows for order placement and houses our in-depth catalog. We have two fully stocked warehouses in Abingdon, Maryland and Miami, Florida for prompt delivery times and maximum inventory coverage.

It is with great pleasure that we welcome you as a new customer to the Tritronics' family. That is what we consider your company, our suppliers and our fellow associates here at Tritronics. Please read our policies so that we have a good understanding from the beginning of our association and have a prosperous relationship for many years. Again, Welcome!

Sincerely,

Virginia L. Williams, President

**Mission Statement:** Tritronics is a **God** centered, **family** owned and operated supplier of goods and services to both the wholesale and retail markets. Our **family** of employees works closely as a **team** to provide **accurate, efficient, innovative** and **quality** service to our customers to insure mutual **profitability** while maintaining **integrity**.

## Policies and Terms

- **Ordering:** Our parts ordering lines are open 8:30 AM to 6:00 PM EST, Monday thru Friday:
  - **Phone Toll-Free:** 1-800-638-3328 (MD) and 1-800-365-8030 (FL) **Intl:** 1-410-676-7300 (MD) or 1-305-639-9991 (FL)
  - **24 Hour Fax:** 1-800-888-3293 (MD) and 1-800-999-3293 (FL) **Intl:** 1-410-676-7658 (MD) or 1-305-639-3470 (FL)
  - **Internet:** For 24 hr. / 7 day pricing, parts availability, placing orders, order inquiries, shipment tracking and to shop our extensive Online Parts Catalog visit our full-function website: [www.tritronicsinc.com](http://www.tritronicsinc.com)
  - **Other:** Tritronics is not responsible for manufacturer's part substitution. We reserve the right to substitute a catalog item of equal or better quality. Non-stocking parts cannot be returned for refund or credit; defective exchange only.
- **Accounting:** For inquiries and general information regarding your account contact Jimmy Scarff at 1-800-638-3328, ext. 1221 or email [jimmy@tritronicsinc.com](mailto:jimmy@tritronicsinc.com); or Mary Earle at 1-800-638-3328, ext. 1229 or email [mearle@tritronicsinc.com](mailto:mearle@tritronicsinc.com)
- **Parts Research:** Advanced parts research is free! Just call our research dept. at 1-410-676-7300 (MD) or 1-305-639-9991 (FL), Fax (see fax numbers above) or email [research@tritronicsinc.com](mailto:research@tritronicsinc.com). Please note we do not quote part numbers over the phone.
- **Backorder Reports:** Are available upon request (see Accounting contacts above) and can be viewed instantly by logging in to our website at [www.tritronicsinc.com](http://www.tritronicsinc.com).
- **No S/H on Backorders:** All orders are subject to one-time shipping and handling charges. We do not normally charge additional S/H for backorder shipments or split deliveries being shipped from another warehouse! This does not include oversize packages, items requiring special handling, insurance or required proof-of-delivery, certain hazardous materials, destinations outside the continental United States and special shipping requests such as overnight, second day, etc.
- **Same-Day Shipment:** Orders placed before 4:00 PM EST for in-stock items will normally be shipped out the same day. We are not responsible for shipping delays due to weather, electronic or mechanical breakdown, acts of war/terrorism, etc.
- **Return Authorization:** Returns must be requested within 30 days of invoice date. To request a return authorization, fax or mail a copy of the invoice to us with a detailed, specific explanation in writing to the R/A department. You can also email your request to [returns@tritronicsinc.com](mailto:returns@tritronicsinc.com). We will not accept parts returned without a return authorization. Please note that non-stock parts, literature, accessory items and parts ordered by description are not returnable for refund. All returns are subject to a 25% restocking fee. The customer is responsible for return packaging and shipping via insured, proof-of-delivery carrier.
- **Defective Products:** We will exchange defective parts for new or comparable replacement within the manufacturer's warranty period. Call, fax or email us at [returns@tritronicsinc.com](mailto:returns@tritronicsinc.com) with the invoice and part numbers to receive return instructions.
- **Damaged Products:** If you receive a package that appears to have been damaged in shipping, please inform the shipping company immediately to initiate a damage claim, then call us for additional assistance and parts reordering.



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**Please include a copy of your business resale certificate!**

**Customer Information**

Legal Name of Company		DBA Name of Company		
Billing Address		City	State	Zip
Company Phone #	Company Fax #	Company Email Address		
Business Structure (check one): <input type="checkbox"/> Individual <input type="checkbox"/> Partnership <input type="checkbox"/> Incorporated		We are shipping to (often required by shipping companies): <input type="checkbox"/> Storefront/Commercial <input type="checkbox"/> Residential		
Company Owner's Name		Contact Person or Manager's Name (If applicable)		
Accounts Payable Contact Name (if applicable)				
Accounts Payable Phone #	Accounts Payable Fax #	Accounts Payable Email Address		

**Credit Card Information** – your orders will be billed automatically to a credit card number you put on file with us

Authorized Signature Name on Card				Type – we accept <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover	
Card Number:				Expiration Date:	MM/YY

**This application is not complete until the above information is filled out including credit card number and expiration date!**

**Ship-To Address**

If your Ship-To Address is different from the Bill-To Address above, or if you have multiple Ship-To Addresses, attach a separate sheet listing your Ship-To locations including location name, address, contact person, phone, fax and email.

**FLORIDA CUSTOMERS:** Important! Please attach a signed, legible copy of your “Annual Resale Certificate”.

**MARYLAND CUSTOMERS:** Important! Please attach a signed, legible copy of your “Blanket Certificate of Resale”.

**Are you a factory-authorized service center?** (Check all that apply)

Aiwa    Denon    JVC    Sanyo/Fisher    RCA/GE/Proscan – list TCE # \_\_\_\_\_  
 Hitachi – list # \_\_\_\_\_    Panasonic    Philips/Magnavox    Sharp    Sony    Toshiba    Zenith  
 List all others here: