



20635 Valley Blvd. STE #E
Walnut, CA 91789
Tel: 909-348-0368
Fax: 909-595-1231
E-Mail: Sales@3cpartner.com

Mission Statement:

To provide complete high quality PC hardware and network solution to computer dealers, consultants, Value Added Resellers, corporate and government customers with superior customer supports and competitive prices.

- **Complete PC hardware and network solution**
3C Partner carries a complete line of IBM compatible parts and systems. Parts include everything you need to put a PC together, from high quality motherboards, to brand name components, internationally known hard/floppy disk drives, cases with a professional image, accessories that make the work space spacious and convenient. 3C Partner builds complete systems tailored to your hardware and network needs. Systems are built from the network file servers and workstations of the local area network together with network software such as Windows NT and Novell, to desktop configurations that run the most powerful publishing and image applications in the current market. Every complete system has been assembled and tested in our US facility to assure the highest quality. At your request, you can purchase systems that are certified by FCC, Novel, and Windows NT to meet their rigorous cooperate and government requirements.
- **Most competitive Prices on major IBM compatible parts and systems**
Every component and system is competitively priced so our customers can obtain maximum profit. We understand how competitive the PC industry is and how important tailored pricing is to a quote. Our knowledgeable account executives will work with you on your quote for an accurate and precise configuration, and a price that matches your exact quote. When a configuration is worked out, we will find out what your target price is so we can help you to get the bid you deserve.
- **Superior Customer support**
Each 3C Partner customer is serviced by one of our professional account executives to assure you the highest service you deserve. Our account executive is trained to help your business grow. They have regular products and sales training and are knowledgeable about the market trends. (Imagine the money you can earn and save when you know about memory and CPU prices going up or down before your competitor. 3C Partner's account executive macro manages your account. With product and sales training, they will provide you with technical data and selling points.) When you have an RMA or technical support issue, you can contact them so they will refer you to the right person so you get the issue resolved quickly. You will get the answer normally within an hour.

3C Partner has been helping customers grow in the computer industry for five and a half years. We know what customers are looking for and how to help. We have many accounts that have been with us ever since we open for business five and a half years ago. We are confident that when an opportunity is presented, we will go the extra mile and exceed your expectations.

Before you call the Tech Support Dept., please have your Account number, and invoice ready. So our staffs can proceed with the service.

For the resellers who would like their customer to call us directly, please be sure to prepare the information as follow: Reseller's Account number, Reseller's Invoice number and purchases content. And most important, please provide what you sold to your customer include the software and hardware. All these information have to be provided to us before your customers call or we cannot help them with sufficient information.

RMA POLICY

You must obtain an RMA number prior to returning any merchandise. RMA number is valid for 14 days from the date issued. Returned items are eligible for repair or replacement only. ABSOLUTELY NO REFUND once goods are received and accepted by the customer after 7 days of original invoice date. Items returned after 30 days will be repaired or replaced at our discretion.

When requesting a RMA number, please supply the following information, which can be found on the invoice: Invoice number, Date of the invoice, Item number, Serial number, Quantity, Description of problem. You need to submit the request form at www.3cpartner.com with the above information.

RETURNS

Please ship items promptly. 3C Partner will ship the repaired or replacement products to you freight prepaid if you use an address in the U.S. (excluding Puerto Rico and U.S. possessions). Shipments to other locations will be made freight collect. Your RMA number must appear on the shipping label outside of the package. Also, include a copy of the invoice and a copy of RMA form with prepaid shipping charge, otherwise, it may be refused or delayed. COD package is not acceptable. 3C Partner will not be responsible for any loss or damage for uninsured merchandises. Cross shipment may be available at our discretion. In providing a valid credit card or any type of deposit at the time of requesting. 3C Partner is unable to process any replacement or exchange item for below conditions:

- a. Merchandise is not sold directly by 3C Partner without original invoice.
- b. Any repair, modification, adjustment or installation of parts done by any other than 3C Partner.
- c. The serial number of items is different from the record of the original invoice.
- d. Any merchandise returned without an RMA number and a proof of purchase.

Credit / Refund / 7 days Money back / DOA

Credits can only be issued within 7 days of received date. After that time, items will be accepted for repair or replacement only. All returns for credit must be in their original shipping carton with original packing material and without any writing on the original box. Items must contain all manuals, cables and accessories and be in re-sellable condition. All returns are subject to a 20% restocking fee or credit will be issued at the current market value, whichever is lower. Credit can be applied towards future purchases. There is no cash refund. ABSOLUTE no refund and credit issued on CPU and memory chip, exchange only. ABSOLUTE no refund issued after 7 days.

7-day money back guarantee is applied only to the systems purchase. Shipping and handling fee, software and consumable items are absolutely non-refundable which is already mentioned at the time of the purchase. ALL credits remain in effect for 1 year. Any refunds and credit from "check" purchase will be held until check clears from the bank. There well be absolutely NO refund after 7 days from the original invoice. Customer has 7 days for evaluation. After 7 days, all products are for repair or replacement.

Please thoroughly test any product you suspect to be DOA (dead on arrival). DOA does not account for any damage occurs by third party, i.e. popped-out cards, or loose cables and jumpers. Please thoroughly detect the DOA items. The lesser of 15% or \$100 will be charged for returned DOA items, which 3C Partner determines to be "No Trouble Found". Deductions will be applied to the amount of credit for DOA or other RMA items due to damaged, missing or unusable items. The deduction is \$25 for each missing or unusable inner packing material, cable, software (per diskette), and manual, original carton. Cross

shipment may be available at 3C Partner's discretion. Valid credit card or deposit is required at the time of requesting.

Receiving

All claims for shipment shortage and errors must be reported within 3 days to 3C Partner at 909-348-0368 from which the order was received. Otherwise, 3C Partner is not responsible for such claim. We will investigate the error, prepare the necessary documents and make the arrangements required to correct the error.

Damaged shipments should address directly to the freight carrier by recipient. Most carriers require damage claims to be filed by the receiver. However, you may call 909-348-0368 Customer Service Dept. to help facilitate your claim.

Claims for lost shipments should be reported to 3C Partner. We will contact the carrier to have your shipment traced. Sometimes, as in the case of Federal Express, we can trace the shipment the same day. Shipments by other carriers may take two to seven working days to track. In any event, we are committed to working with you to resolve problems that result from carrier error or mishandling.

Payment

All sales are based on COD. Company check payments require additional credit checks and verification. For your convenience, you may send your resale certificate and a financial statement along with a completed credit application to 3C Partner. Please contact your representative for the application form. The credit limit for the customer who did not fill out the personal guaranty will be \$3000.00. All information will be treated as confidential document.

Customers will be responsible for all freight charge caused by refused shipment. NSF returned checks would be charged \$35 per check. An interest charge of 12% per month will be added to past due accounts. Buyer agrees to pay out cost including attorney's fee for collection of delinquent account.

Thank you for your business with 3 C Partner. We hope your purchasing experience was satisfied.

Print Name: _____ Print Name: _____ Date: _____

Bank Information

Bank: _____ Checking Account #: _____ Saving Account #: _____

Address: _____ City, State, Zip: _____

Tel: _____ Fax: _____ Officer Name: _____

Have you ever filed for bankruptcy? No Yes Personal Business Date Filed: _____ Status: _____

Trade References

Company Name: _____

Company Name: _____

Address: _____

Address: _____

Tel: _____ Fax: _____

Tel: _____ Fax: _____

Contact Name: _____

Contact Name: _____

Company Name: _____

Company Name: _____

Address: _____

Address: _____

Tel: _____ Fax: _____

Tel: _____ Fax: _____

Contact Name: _____

Contact Name: _____

AUTHORIZATION TO RELEASE INFORMATION

_____ agrees that 3C Partner may contact the references provided
(Company Name)

for the purpose of current credit rating.

The information provided is true and complete. The customer understands that the foregoing information is material and will be relied upon in determining whether to extend credit or supply parts.

Company

Authorized Signature

Date

Print Name

Title

TO: ACCOUNTING DEPT.

During our recent review of your California sales tax exempt status, we noticed that we do not have an official blanket certificate of resale on hand. In order to avoid any fines imposed by the state of California, please complete the attached resale certificated and mail or fax back to us as soon as possible. Your prompt attention regarding this matter is greatly appreciated. To omit the sales tax on your order, **Please return a copy of the reseller permit, company check and complete of this form** before we ship the order.

Sincerely,
Accounting Dept
3C Partner

RESALE CERTIFICATE

SALES TAX RULE AND REGULATION – RESALE CERTIFICATE

FIRM NAME: _____

I HEREBY CERTIFY

That I hold valid sellers permit no. _____ issued pursuant to the Sales and Use Tax Law: that I am engaged in the business of selling COMPUTER PRODUCTS that the tangible personal property described herein which I shall purchase from: 3C PARTNER. Will be received by me in the form of tangible personal property. PROVIDED, however, that in the event any of such property is used for any purpose other than demonstration, display while holding it for sale in the regular course of business, it is understood that I am required by the sales and Use Tax Law to report any pay for the tax measured by t he purchased price of such property.

Description of property to be purchased: COMPUTER PRODUCTS

Signature: _____ Date: _____, 2002

By (print name) and title: _____

Phone: _____ address: _____