



# DEALER INFORMATION

## TERMS AND CONDITIONS



Probe Industries is continually looking for new partners who are interested in distributing and selling our extensive line of high quality products and services. We currently offer 3 distinct dealer levels to fit the size of your business; Jobber, Engine Builder and Wholesale Distributor. All three dealer levels have consistent and competitive margins built into provide our dealers with the unique ability to make a profit on every sale.

If you are interested in becoming an authorized distributor or reseller of Probe Industries products within the United States, Canada or internationally and would like more information, please review our Dealer Terms and Conditions, completely fill out the attached dealer application and fax it back to us.

Feel free to contact us at:

**Phone: 310.784.2977**

**Fax: 310.784.2970**

**Email: [info@probeindustries.com](mailto:info@probeindustries.com)**

**Toll Free Phone: 866.249.9142**

**Toll Free Fax: 866-249-9142**

# What can you expect from us?

## Knowledgeable Sales Staff

At Probe Industries you will find a knowledgeable and friendly technical sales staff of performance enthusiasts available to assist you.

## Customer Service

Our superior customer service and sales staff is ready to help you whatever your needs may be. We promise to each customer that we will provide:

- A comfortable and worry-free buying experience
- Informative answers to questions
- Straight-forward product information
- Accurate information regarding product availability
- Fast resolution to problems that may arise

## Quality

We strive to bring you high quality and consistent performance automotive products at the best possible prices.

Probe Industries is committed to the manufacturing of product that is of the highest possible quality. The first step in that direction was the investment of millions of dollars in the latest CNC machine tools. Probe houses a quality control & inspection department utilizing the latest CMM technology, calibrated to 50 millionths.

## Availability

Probe is dedicated to maintaining a full inventory of catalog items, having over 30,000 pistons ready to ship. We consistently strive to maintain a 95% product availability rate.



**PROBE**  
INDUSTRIES



## Dealer Terms & Conditions

### 1. Dealer Qualifications:

#### **Warehouse Distributor Program: W/D**

Initial buy-in / opening order(s) is \$10,000.00. All Warehouse Distributors (W/D's or customer) are required to order and receive at least \$40,000.00 in merchandise per calendar year. Failure to meet this requirement may result in termination of W/D status. (Failure to meet W/D purchasing requirements will result in a lower dealer price level status being assigned to the dealer account.)

#### **Engine Builder Program: E/B**

Initial buy in is \$3,500.00. All Engine Builders (E/B's or customer) are required to order and receive at least \$15,000.00 in merchandise per calendar year. Failure to meet this requirement may result in termination of E/B status.

#### **Jobber Program: Jobber**

There is currently no buy in required for Jobber buying status. There is currently no required order minimum per calendar year. All pricing level applicants must show proof of current business operations. Required documentation for buying programs are a copy of the following:

- a. Federal ID – Federal Tax payer ID
- b. State Resale Certificate and/or License
- c. Business License
- d. Proof of business address (in the form of a bill or letter addressed to the business)
- e. 3 Business references

At the time the account application is submitted, you must submit copies of the above requested information to be considered for a Probe Racing Components, Inc. account.

### 2. Orders:

No order will be considered to be accepted by Probe Racing Components, Inc. until that order leaves our plant and an invoice is issued.

### 3. Price Changes:

While every attempt will be made to forewarn our customers of impending price changes, please note that **ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

### 4. Terms of Sale:

Probe Racing Components, Inc. normal terms of sale are prepaid or COD certified funds.

Accepted Pre paid payment methods are:

- a. American Express
- b. Visa
- c. Master Card
- d. Discover Card
- e. Cashier's Check
- f. Money Orders

Qualifying W/Ds may receive terms of Net 10th Prox. on approval of credit. Probe's closing date is the end of the calendar month. All shipments invoiced and shipped from Probe Racing Components, Inc. prior to the end of the month must be paid by the 10th of the following month. Any outstanding balance must be paid by the end of the month to avoid delinquency. Credit memos will be deducted from the gross amount due. Monthly statements will provide the application of those credits. All costs, charges, and other fees related to export shipments and/or letters of credit shall be borne by the customer. Checks returned, for any reason, will be assessed a \$15.00 fee.

### 5. Credit Hold:

Any account with one or more invoices remaining unpaid 30 days (unless terms are different) from the due date (end of prior month), will be placed on credit hold until the entire account is current. If you have multiple accounts with Probe Racing Components, Inc., all accounts will be placed on credit hold until all are current.





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### **6. Freight Policy:**

Probe Racing Components, Inc. will ship freight free on any Piston order with an invoiced value exceeding \$3,000.00 to any customer within the continental U.S.

All other parts that do not meet the free freight minimums will be shipped out at the customer's expense.

Shipments to Alaska and Hawaii, U.S. Territories, and foreign countries will be shipped freight free to the point of embarkation, as long as the minimum invoiced value exceeds US \$3,000.00. All other shipments are F.O.B. Probe Racing Components, Inc...

### **7. Drop-Shipments:**

Permanent drop shipments are allowed at no additional cost. (Permanent Drop-Shipments are those shipments that are always shipped to the same address even if different from the billing address.)

- a. All other Drop-Shipments will be charged a service fee of \$10.00 per order.  
(There are no limits to the amount of drop-shipments that may occur.)
- b. C.O.D. is not accepted for Drop Shipments as well as orders requiring freight shipment from an LTL carrier.
- c. All requests for drop shipments must be accompanied with Purchase Order #. No "verbal PO" will be honored.
- d. Probe Racing Components, Inc. will not be held responsible for Drop-Shipments sent to an incorrectly supplied address.

### **8. Claims and Returns:**

All returns must have prior permission and the Returned Material Authorization number must be clearly printed on the outside of the box and be in new condition in the original packaging. Freight Collect shipments will be refused. A 15% restocking fee may be charged to cover handling on all returns of stocked merchandise. Upon our receipt of authorized returns, please allow for 1-2 days processing for credits and replacement orders to be processed. Please contact customer service for more information on returning an item at **310.784.1010** or Toll Free at **866.249.9143**.

Buyer is deemed to have accepted the products unless notice of rejection is given within a reasonable amount of time, which is agreed to be within seven (7) days after receipt of product. Buyer waives any right to invoke rejection of failure of acceptance thereafter.

Claims of damage or loss in transit must be made directly with the carrier.

Returned products must be in "as new" condition. Product which is "nicked, scuffed, scratched, dinged" or in any way damaged will not be accepted for return.

**Special order or custom items are not returnable....**

### **Returns Processing Procedure:**

1. Call Probe Industries: 310-784-2977 or 866.718.6270
2. Request a RMA number (Return Manufacturer Authorization)
3. Ensure that items are packed safely and in original manufacturers packaging and in new condition.
4. Label Outside of box (shipping) with RMA #
5. Ship to Probe Industries at: 2555 West 237th Street, Torrance, CA. 90505
6. Allow for 1-2 days processing once we have received the RMA
7. After processing, a credit will be given to your account and or a replacement order will be sent.

### **Address:**

Probe Industries Returns Processing Center:

2555 West 237th Street

Torrance, CA. 90505

Phone: 310.784.2977

Toll Free: 866.718.6270

Fax: 310-784-2970

Email: [customerservice@probeindustries.com](mailto:customerservice@probeindustries.com)



## Dealer Terms & Conditions

### **9. Stock Adjustments:**

Stock adjustments are allowed totaling 3% of the prior years' sales. No offsetting order is required. Stock adjustments will be assessed a 20% restock fee on the amount exceeding 3% of the prior years' sales.

- a. Stock adjustments will be completed via credit memo, to be applied against future purchases, no checks will be issued. Credited amounts cannot be applied against current payables.
- b. Returned products must be in "as new" condition. Product which is "nicked, scuffed, scratched, dinged" or in any way damaged will not be accepted for return.
- c. Adjusted product must be listed in the current Probe Racing Components, Inc. catalog. Discontinued product is not eligible for restock.
- d. Stock adjustments must be requested in writing along with a summary of the items and associated invoice numbers for those items.
- e. No stock adjustments will be allowed for items and or invoices beyond 18 months of the date the stock adjustment is requested.

### **10. Mail Order/Internet Advertising Policy (MAP):**

Our price structure allows for a fair profit to Warehouse Distributors, Engine Builders and Jobbers, and we are fully intent on maintaining that structure. To that end, Probe Racing Components, Inc. will continually monitor advertising to confirm compliance.

It is our desire, within this policy, to ensure our Jobbers, Engine Builders and Distributors have a healthy margin of profit while protecting all of our customers, and to preserve the integrity of our company.

It is the requirement of Probe Racing Components, Inc. that all Jobbers, Engine Builders Warehouse Distributors, and Mail Order Companies advertise all Probe Racing Components, Inc. products, in all publications, including your own, all internet and websites that do not require login and password including EBay sales, no lower than "Racer" - 10% as published by Probe Racing Components, Inc.. Further, prices published in all trade only publications, including our own, may reflect no pricing lower than "Jobber" - 5%. This caveat does not apply to any publication intended for dissemination to retail accounts.

If lower than prescribed prices are published, the violating distributor may lose their buying status and not be eligible for discounts. In addition, we will remove those customers from our warehouse referral system.

### **11. Agreement to Terms and Conditions:**

We assume that you indicate your agreement with these terms and conditions by entering into a business arrangement to purchase product from Probe Racing Components, Inc.

### **12. Changing Terms and Conditions:**

As conditions change in the marketplace, it may become necessary to modify our terms and conditions. Therefore we reserve the right to make changes to these terms and conditions without notice. We will attempt to inform our customers via email or by mail as to any significant changes as soon as possible.

### **13. Special Notice:**

Probe Racing Components, Inc. reserves the right to, at any time or without prior notification or liability, change or improve the design of any product, add products or discontinue products. Any such acts will not give rise to an obligation to accept returns of (except those returns specifically provided to herein) or to update the design of any such prior products.





www.probeindustries.com  
 2555 West 237th Street, Torrance, CA. 90505  
 Toll Free: 866.718.6270 Fax: 310-784-2970

Type of account your applying for: Wholesale Distributor.   
 Engine Builder.....   
 Jobber.....

## DEALER APPLICATION

In order to become an authorized Probe Industries Dealer, complete, IN FULL, and return this application with the following documentation:

**Business License - Business Card or Letterhead - Copy of Advertisement (If Applicable)**

California Businesses Must Provide a Resale Card or Sales Tax Will Be Added

### YOUR COMPANY INFO

Company Name: \_\_\_\_\_ Owner's Name: \_\_\_\_\_

Type of Business:  Mail Order  Wholesaler  Engine Builder  Machine Shop  Retail  Other

Tel: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ Business Hours: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Web Address / URL: \_\_\_\_\_

Years in Business: \_\_\_\_\_ Sales Tax Exemption #: \_\_\_\_\_ Federal Tax I.D. #: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Person(s) Authorized to Purchase: \_\_\_\_\_

Acct. Receivable Rep. \_\_\_\_\_ P.O. Required? Yes / No \_\_\_\_\_

Bank Name: \_\_\_\_\_

Address: \_\_\_\_\_

Bank Account #: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Contact: \_\_\_\_\_

### CREDIT/VENDOR REFERENCE

List four (4) vendors that you currently do business with, preferably within the performance industry.

**Complete, IN FULL, Name, Address, Phone #, Fax #, and your account number.**

Company Name:	Company Name:	Company Name:	Company Name:
Address/City/State/Zip:	Address/City/State/Zip:	Address/City/State/Zip:	Address/City/State/Zip:
Phone/Fax:	Phone/Fax:	Phone/Fax:	Phone/Fax:
Account Number:	Account Number:	Account Number:	Account Number:
Notes:	Notes:	Notes:	Notes:

We are listed with Dunn & Bradstreet | Dunn's Number: \_\_\_\_\_

I hereby certify that I am in the commercial business of selling, manufacturing and/or building products pertaining to the automotive industry. If payment is not received by Probe Industries within the specified terms, the balance will begin to accrue interest at the maximum rate allowed under California law. Customer is liable for all fees incurred by Probe Industries if the account is placed under collection.

By signature on this form, I certify that the above information is correct and authorize Probe Industries to verify any of the above business references of financial information. Advertising any Probe Industries products below our Minimum Advertised Pricing Guidelines in any media may cause loss of dealer status.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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