



## Welcome Packet

Dear Customer,

Thank you for placing (or considering) a first order with us; we appreciate your trust in our company and products. Our priority is to offer you the very best customer service and quality products available in the industry and we're confident of your satisfaction.

We require a **Credit Application** before your order can be processed, and you may have previously received a hard copy from your sales consultant or a copy via email. If you haven't received a copy, please let us know immediately and we'll make sure you receive one asap.

We encourage you to begin the order process by completing the top portion of the application now so that we can begin the process of setting up your account correctly immediately. If you prefer open terms, please complete the "References" section.

**Resale Certificates** are required for California, Michigan, New York and Washington.

An example of our **Credit Application** and the **Resale Certificate** is included on the following pages. We have called out key components to assist in completing the documents. We do not charge tax for Barrels or Creative Oak but will need your seller's permit number for our files; this information will assist us with completing future orders of taxable products.



CREATIVE OAK

### APPLICATION FOR CREDIT

## CORK SUPPLY USA, INC.

531 Stone Road, Benicia, California 94510 | Telephone: (707) 746-0353 | Fax: (707) 746-7471

FIRM NAME \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ WEB ADDRESS \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

SHIPPING ADDRESS \_\_\_\_\_

PROPRIETORSHIP  PARTNERSHIP  CORPORATION YEAR EST \_\_\_\_\_ ANNUAL CASE VOLUME \_\_\_\_\_

← Complete section, including bill and mail address.

#### OWNERS / PARTNERS / OFFICERS

Name \_\_\_\_\_ Phone \_\_\_\_\_

Title \_\_\_\_\_ Email \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Title \_\_\_\_\_ Email \_\_\_\_\_

#### REFERENCES – LIST 2 Suppliers (Please include both Phone and Fax numbers)

Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

← Complete if applying for open terms.

#### ACCOUNTING CONTACT (Invoices will be sent via email unless otherwise specified)

Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

#### ORDER CONTACT (Order Confirmations will be sent via email unless otherwise specified)

Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

BY EXECUTION OF THIS APPLICATION, THE UNDERSIGNED AGREES THAT IF ITS CREDIT IS APPROVED BY CORK SUPPLY USA, INC., THEN SALES OF PRODUCTS BY CORK SUPPLY USA, INC. TO THE UNDERSIGNED SHALL BE SUBJECT TO THE TERMS AND CONDITIONS OF SALE, INCLUDING WARRANTY AND LIABILITY LIMITATIONS, ATTACHED TO THIS APPLICATION FOR CREDIT.

THE UNDERSIGNED CERTIFIES THAT THE ABOVE INFORMATION IS CORRECT, THAT IT IS SUBMITTED FOR THE PURPOSE OF OBTAINING CREDIT, THAT THE UNDERSIGNED IS AUTHORIZED TO EXECUTE THIS APPLICATION, THAT THE UNDERSIGNED HAS READ THE TERMS AND CONDITIONS OF SALE ACCOMPANYING THIS APPLICATION AND AGREED TO ALL OF THOSE TERMS AND CONDITIONS OF SALE ON BEHALF OF APPLICANT.

#### FOR OFFICE USE ONLY




Credit Approved: Yes \_\_\_\_\_ No \_\_\_\_\_

Terms: \_\_\_\_\_

Credit Limit: \_\_\_\_\_

Date Processed: \_\_\_\_\_

Processed By: \_\_\_\_\_

 \_\_\_\_\_  \_\_\_\_\_  \_\_\_\_\_

AUTHORIZED SIGNATURE DATE NAME (PLEASE PRINT)

← Sign, date, and print your name.

**IF YOU ARE EXEMPT FROM PAYING CALIFORNIA SALES TAX, PLEASE COMPLETE THE ENCLOSED RESALE CERTIFICATE**


### California Resale Certificate

**I HEREBY CERTIFY:**

1. I hold valid seller's permit number: \_\_\_\_\_
2. I am engaged in the business of selling the following type of tangible personal property:  
 \_\_\_\_\_
3. This certificate is for the purchase from \_\_\_\_\_ of the item(s) I have listed in paragraph 5 below.  
[Vendor's name]
4. I will resell the item(s) listed in paragraph 5, which I am purchasing under this resale certificate in the form of tangible personal property in the regular course of my business operations, and I will do so prior to making any use of the item(s) other than demonstration and display while holding the item(s) for sale in the regular course of my business. I understand that if I use the item(s) purchased under this certificate in any manner other than as just described, I will owe use tax based on each item's purchase price or as otherwise provided by law.
5. Description of property to be purchased for resale:  
 \_\_\_\_\_

6. I have read and understand the following:

**For Your Information:** A person may be guilty of a misdemeanor under Revenue and Taxation Code section 6094.5 if the purchaser knows at the time of purchase that he or she will not resell the purchased item prior to any use (other than retention, demonstration, or display while holding it for resale) and he or she furnishes a resale certificate to avoid payment to the seller of an amount as tax. Additionally, a person misusing a resale certificate for personal gain or to evade the payment of tax is liable, for each purchase, for the tax that would have been due, plus a penalty of 10 percent of the tax or \$500, whichever is more.

NAME OF PURCHASER	
SIGNATURE OF PURCHASER, PURCHASER'S EMPLOYEE OR AUTHORIZED REPRESENTATIVE	
	
PRINTED NAME OF PERSON SIGNING	TITLE
ADDRESS OF PURCHASER	
TELEPHONE NUMBER	DATE
( )	

**Important: Be sure to complete the section above: sign, date, print your name.**

← Insert resale number here.

**If you prefer to prepay, please complete the Account Set up Form (next page) instead of our credit application. We accept business checks and all major credit cards**



CREATIVE OAK



# NEW CUSTOMER FORM CORK SUPPLY USA, INC.

531 Stone Road, Benicia, California 94510 | Telephone: (707) 746-0353 | Fax: (707) 746-7471

FIRM NAME \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ WEB ADDRESS \_\_\_\_\_

BILLING ADDRESS \_\_\_\_\_

SHIPPING ADDRESS \_\_\_\_\_

**ACCOUNTING CONTACT** (Invoices will be sent via email unless otherwise specified)

Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

**ORDER CONTACT** (Order Confirmations will be sent via email unless otherwise specified)

Name \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

<b>FOR OFFICE USE ONLY</b>
Date Processed: _____
Processed By: _____

AUTHORIZED SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_ NAME (PLEASE PRINT) \_\_\_\_\_

IF YOU ARE EXEMPT FROM PAYING CALIFORNIA SALES TAX, PLEASE COMPLETE RESALE CERTIFICATE

## California Resale Certificate

**I HEREBY CERTIFY:**

1. I hold valid seller's permit number: \_\_\_\_\_
2. I am engaged in the business of selling the following type of tangible personal property: \_\_\_\_\_
3. This certificate is for the purchase from Cork Supply USA, Inc. of the item(s) I have listed in paragraph 5 below.
4. I will resell the item(s) listed in paragraph 5, which I am purchasing under this resale certificate in the form of tangible personal property in the regular course of my business operations, and I will do so prior to making any use of the item(s) other than demonstration and display while holding the item(s) for sale in the regular course of my business. I understand that if I use the item(s) purchased under this certificate in any manner other than as just described, I will owe use tax based on each item's purchase price or as otherwise provided by law.
5. Description of property to be purchased for resale: Wine packaging and wine related materials
6. I have read and understand the following:

*For Your Information: A person may be guilty of a misdemeanor under Revenue and Taxation Code section 6094.5 if the purchaser knows at the time of purchase that he or she will not resell the purchased item prior to any use (other than retention, demonstration, or display while holding it for resale) and he or she furnishes a resale certificate to avoid payment to the seller of an amount as tax. Additionally, a person misusing a resale certificate for personal gain or to evade the payment of tax is liable, for each purchase, for the tax that would have been due, plus a penalty of 10 percent of the tax or \$500, whichever is more.*

SIGNATURE OF PURCHASER OR AUTHORIZED REPRESENTATIVE

\_\_\_\_\_

PRINTED NAME OF PERSON SIGNING

\_\_\_\_\_

← Authorized signature required

← Print name here

← Please provide the company name, current billing and mailing addresses, and your complete accounting contact information.

← Sign, date, and print your name.

← Provide Resale permit number, if available.



CREATIVE OAK

As soon as your order details are finalized, we will send you a confirmation via **DocuSign**. First time users have experienced the initial **DocuSign** emails ending up in junk mail or spam folders; if you're expecting a **DocuSign confirmation**, please check both places. **DocuSign** provides clear and easy instructions to complete the steps required for signature and once the initial confirmation is finalized, future order confirmations should not be a problem. However, if you require assistance, please let us know – we're ready to help.

If you prefer using the pre-pay option, the total prepaid amount, including freight and all other charges, will be included on the order confirmation; a credit card authorization will be included as well. We will begin production of your order on receipt of a signed and dated order confirmation and payment. A confirmed delivery date will be provided with the order confirmation.

The following two pages provide an example of the order confirmation. The **Order Confirmation** is on the first page and outlines the product, quantity, price and delivery date. The **Artwork Confirmation** is provided on the second page and displays a picture of the barrel head stencil. If both barrel heads will be stenciled, two pictures will be displayed. We have highlighted a few key components to help you understand this document.





ÉLEVÉ EN FRANCE  
COOPERED IN CALIFORNIA



CREATIVE OAK

The following document is for example purposes ONLY:

CREATIVE OAK

**Tonnellerie O**  
531 Stone Road  
Benicia, CA 94510  
T: +1 (707) 752-6350  
F: +1 (707) 746-7471

**Order Confirmation**  
Confirmation #: ORO17-00618  
Confirmation Date: 08/25/17  
Page: 1

**Summary Page**

**Sell To:**  
Midnight Rose LLC  
Jordan Jeffries  
1230 Bennett Lane  
Calistoga, CA 94515  
United States of America

E-mail : jordanj@davisestates.com

**Ship To:**  
Midnight Rose LLC  
1230 Bennett Lane  
Calistoga, CA 94515

[Order delivery Address](#)

**Customer ID:** CG-03316  
**Order Date:** 08/25/17  
**Salesperson:** Tom Struhm

**P.O. #:** EMAIL-0  
**Ship Via:** TO  
**Shipperson:** Alex Quirici

**Ship Terms:** ExWorks Benicia  
**Terms:** Prepaid

[Shipping Terms](#)  
[Payment Terms](#)

Description	Product Information	Delivery On or Before	Quantity	UoM	Unit Price	Total
225LTR BDA MIN MD+H 36 MONTH		10/19/17	1	EA	445.00	445.00
Brand	TO American					
Family Group	Barrels					
Product Group	Bordeaux Export American					
Size	225 Liter					
Toast	Medium Plus Toasted Head					
Forest	Minnesota					
Print/Artwork	27BDAHMIN225LTRMD+HA					

\*ORDER IS PENDING COMPLETED CREDIT APPLICATION  
POP17-04649  
\*\*\*445.00 PAID IN FULL 9/15/17\*\*\*  
CHECK #252

**Total Amount Due**

Subtotal:\$	445.00
Total Tax:\$	0.00
<b>Total:\$</b>	<b>445.00</b>

Thank you for your order!

\*\*\*\*\* IMPORTANT - RESPONSE NEEDED WITHIN 24 HOURS TO ENSURE DELIVERY DATE IS MET \*\*\*\*\*

Please review this detailed order confirmation and acknowledge your acceptance by signing and returning it via email or fax.

Signature

Date

Acceptance of your order by Cork Supply USA, Inc. ("Seller") is expressly conditioned on your acceptance of Seller's Terms and Conditions of Sale, a copy of which is attached to or accompanies this Order Confirmation (or, for repeat customers, which most recently was attached to or accompanied a prior Order Confirmation or was otherwise provided). If for any reason you need additional copies of Seller's Terms and Conditions of Sale, please contact Seller immediately.

YOUR SIGNATURE ON THIS ORDER CONFIRMATION CONSTITUTES SUCH ACCEPTANCE. THIS DOCUMENT CONSTITUTES THE ENTIRE CONTRACT BETWEEN PURCHASER AND SELLER. PLEASE READ IT CAREFULLY.

The terms of this contract take precedence over Purchaser's terms and conditions. Neither Seller's commencement of performance nor delivery of products shall be construed as acceptance of Purchaser's terms and conditions.



Tonnellerie Ô  
531 Stone Road  
Benicia, CA 94510  
T: +1 (707) 752-8350  
F: +1 (707) 746-7471

**Artwork Confirmation**

Confirmation #: ORO17-00618  
Confirmation Date: 08/25/17  
Page: 2

**Description**

225LTR BDA MIN MD+H 36 MONTH

Artwork No. ABPR-00372 - 27BDAHMIN225LTRMD+HA

[Internal Item No.](#)

Top :

Side :

Color :

[First Barrel Head](#)

[Second Barrel Head](#)

Opposite side of barrel

Standard Barrel Head



Die Line does not print. ->

[The pictures shown above represent the artwork that will be stenciled on the barrel heads:](#)

\*\*\*\*\*  
**IMPORTANT - RESPONSE NEEDED WITHIN 24 HOURS TO ENSURE DELIVERY DATE IS MET**  
\*\*\*\*\*



CREATIVE OAK

When you return the signed Order Confirmation (plus payment if pre-paying), we will release your order to the production floor. Your order will be delivered on the confirmed delivery date stated on the Order Confirmation. We will call to notify you of any delays, and follow-up with an email message.

For Creative Oak deliveries of more than two (2) pallets and all barrel deliveries, a member of our logistics staff will contact you two days prior to our confirmed delivery date to verify final arrangements.

When your order is delivered, the carrier will present two (2) copies of **the Bill of Lading (BOL)** for your signature. The carrier will retain one copy; the second copy is for your records.

Please check your order carefully and note any damage on **both** copies of the Bill of Lading when it is delivered.

**Important:** This information is required to file a freight claim with the carrier.

An example of the Bill of Lading is available on the following page. To help you understand the information contained in the document, we've highlighted a few key components.





CREATIVE OAK



Tonnellerie O  
531 Stone Road  
Benicia, CA 94510  
T: +1 (707) 752-6350  
F: +1 (707) 746-7471

**BOL**  
BOL #: BLP17-10841  
BOL Date: 10/05/17  
Page: 1

**Bill To:**  
Midnight Rose LLC  
Jordan Jeffries  
1230 Bennett Lane  
Calistoga, CA 94515  
United States of America

**Ship To:**  
Midnight Rose LLC  
1230 Bennett Lane  
Calistoga, CA 94515

Your Delivery Address

Order Date: 08/25/17    Terms: On Approved Cred    Shp Date: 10/05/17    Salesperson: Tom Struhm  
P.O. #: EMAIL-S    Ship Terms: ExWorks Benicia    Est. Del. Date: 10/15/17    Ship Agent: TO  
Order #: ORO17-00619    Our Order No.    Ship Service: Alex Quirici

Carrier

The property described below, in appen (the owner or corporation in possession of the property under this contract) agrees to carry to destination if on its own line, otherwise to deliver to another carrier on the route to said destination. It is further agreed when the carrier has no agent and consignee is not present to receive the shipment, it will be left at destination at owner's risk.

Description	Quantity	UoM	Class/Rate
225LTR BDT M+WT Tonnellerie O	1	EA	200
Brand: Tonnellerie O			
Family Group: Barrels			
Product Group: Bordeaux Thin Stave			
Size: 225 Liter			
Toast: Medium Plus Water Immersion			
Forest: French Oak			
Print/Artwork: 27BDTGFR0225LTRM+WTB			
Branding #: ABPR-00411			

Shipping Terms

Expected Delivery Date

Unit of Measure

Subject to Section 7 of conditions of applicable bill of lading, if this shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign the following statement:  
The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.  
Per \_\_\_\_\_  
(Signature of Consignor)

Total Pieces: 1  
Total Weight: 115.00  
(Subject to Correction)

Entered By: CORRINA.PELHAM

**DO NOT SHIP WITH FOOD PRODUCT**

SHIPPER'S CERTIFICATION: This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation  
SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_

THIS SHIPMENT IS CORRECTLY DESCRIBED. Shipper \_\_\_\_\_

CORRECT WEIGHT IS \_\_\_\_\_ LBS. Per \_\_\_\_\_

Permanent address of shipper: SHIPPER, PER \_\_\_\_\_  
Cork Supply USA, Inc. AGENT, PER \_\_\_\_\_  
531 Stone Rd.



CREATIVE OAK

Your confirmed order will be invoiced the day following shipment. Invoices are emailed to the Accounting contact provided on your and we normally **email the invoice** to the accounting contact provided on your completed New Customer form. If you prefer, we're happy to send a hard copy of the invoice via USPS; just let us know.

An example of an invoice is included on this page: To help you understand the information contained in the document, we've [highlighted](#) a few key components.

		<b>Make Check Payable &amp; Remit To:</b> Tonnellerie O 531 Stone Road Benicia, CA 94510 T: +1 (707) 752-8350 F: +1 (707) 746-7471	<b>Invoice</b> Invoice #: INP17-08000 Invoice Date: 10/05/17 Page: 1							
		<a href="#">To Pay by Check</a>	<a href="#">Invoice # and Date</a>							
<b>Bill To:</b> Midnight Rose LLC Jordan Jeffries 1230 Bennett Lane Calistoga, CA 94515 United States of America		<b>Ship To:</b> Midnight Rose LLC 1230 Bennett Lane Calistoga, CA 94515								
		<a href="#">Date payment is due</a>								
<b>Customer ID:</b> CS-03316 <b>Order By:</b> Jordan Jeffries <b>PO#:</b> EMAIL-S	<b>Payment Due:</b> 10/05/17 <b>Terms:</b> On Approved Cred <b>PO Date:</b>	<b>Ship Terms:</b> ExWorks Benicia <b>Ship Date:</b> 10/05/17 <b>Order No:</b> ORO17-00619	<b>Ship Agent:</b> TO <b>Salesperson:</b> Tom Struhm							
<b>Description</b>	<b>Quantity</b>	<b>UoM</b>	<b>Unit Price</b>	<b>Total</b>						
225LTR BDT M+WT Tonnellerie O Brand: Tonnellerie O Family Group: Barrels Product Group: Bordeaux Thin Stave Size: 225 Liter Toast: Medium Plus Water Immersion Forest: French Oak Print/Artwork: 27BDTGFR0225LTRM+WTB POP17-04650 ***\$810.00 PAID IN FULL 9/15/17***	1	EA	810.00	810.00						
		<a href="#">Unit of Measure</a>								
<b>Thank you for your order!</b>			<b>Total Amount Due</b>							
<small>A CORK SUPPLY GROUP BRAND NOTE: Invoices not paid according to terms are subject to 1.5 % per month service charge. CONDITIONS OF SALE OF MERCHANDISE: Your order was accepted by Cork Supply USA subject to the last version of Terms and Conditions of Sale. It is our practice to send the most current copy of our Terms and Conditions of Sale to our customers. Please contact Cork Supply USA for additional copies of the Terms and Conditions of Sale.</small>		<table border="1"> <tr> <td>Subtotal:\$</td> <td>810.00</td> </tr> <tr> <td>Total Tax:\$</td> <td>0.00</td> </tr> <tr> <td><b>Total:\$</b></td> <td><b>810.00</b></td> </tr> </table>			Subtotal:\$	810.00	Total Tax:\$	0.00	<b>Total:\$</b>	<b>810.00</b>
Subtotal:\$	810.00									
Total Tax:\$	0.00									
<b>Total:\$</b>	<b>810.00</b>									



We hope you find the information provided in this **Welcome Packet** useful and easy to understand. Thank you again for your business and consideration.

Above all, we believe it's important to provide our customers with the most efficient process for ordering and tracking Tonnellerie Ô and Creative Oak products. To help us keep improving, we would appreciate any feedback you might offer; please click on the link below and take a moment to give us your opinion.

[Customer Feedback](#)

Sincerely,

The Tonnellerie Ô and Creative Oak Team