



**NORBURN**  
LIGHTING & BATH CENTRE

A DIVISON OF ROBINSON LIGHTING LTD.

4600 Hastings Street  
Burnaby, BC V5C 2K5  
P: (604) 299-0666  
F: (604) 299-6284

For Office Use Only:

Salesperson: \_\_\_\_\_

Matrix: \_\_\_\_\_

Customer Type: \_\_\_\_\_

Manager Approval: \_\_\_\_\_

## APPLICATION FOR CREDIT

LEGAL COMPANY NAME: \_\_\_\_\_

TRADE NAME (if applicable): \_\_\_\_\_

BILL TO ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ PROV: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

SHIP TO ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ PROV: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

TELEPHONE: (    ) \_\_\_\_\_ CELL: (    ) \_\_\_\_\_ FAX: (    ) \_\_\_\_\_

EMAIL INVOICES / STATEMENTS TO: \_\_\_\_\_

NAME OF ACCOUNTS PAYABLE: \_\_\_\_\_ A/P PHONE #: \_\_\_\_\_

BUSINESS ID #: \_\_\_\_\_

PST WILL BE CHARGED ON ALL ORDERS UNLESS A PST EXEMPTION NUMBER IS PROVIDED

PST EXEMPTION #: \_\_\_\_\_ REQUEST A REMITTER AGREEMENT TO NOT PAY ECO FEES: \_\_YES\_\_ \_\_NO\_\_

TYPE OF BUSINESS: \_\_CORPORATION\_\_ \_\_SOLE PROPRIETORSHIP\_\_ \_\_PARTNERSHIP\_\_ YEAR ESTABLISHED: \_\_\_\_\_

NAMES OF OWNERS	TITLE	ADDRESS	CELL NUMBER (REQ'D)
_____	_____	_____	_____
_____	_____	_____	_____

OWNER EMAIL ADDRESS REQUIRED: \_\_\_\_\_

IS PO REQUIRED: \_\_YES\_\_ \_\_NO\_\_ CREDIT LIMIT REQUESTED: \_\_\_\_\_ NATURE OF BUSINESS: \_\_\_\_\_

NAME OF PURCHASER: \_\_\_\_\_ PURCHASER PHONE #: \_\_\_\_\_

PURCHASER EMAIL: \_\_\_\_\_

REFERRED BY/SALESPERSON: \_\_\_\_\_

WILL YOUR CUSTOMERS BE ALLOWED TO CHARGE TO YOUR ACCOUNT \_\_YES\_\_ \_\_NO\_\_

IF YES, WHO SHOULD WE CONTACT FOR CHARGE AUTHORIZATION: NAME \_\_\_\_\_ PHONE \_\_\_\_\_

PLEASE SELECT TO RECEIVE COMPANY PRODUCT UPDATES: \_\_YES\_\_ \_\_NO\_\_





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BANK NAME

ADDRESS

PHONE #

ACCOUNT #

**(REQUIRED) IF YOUR BUSINESS IS LESS THAN ONE YEAR OLD OR IS NOT A CORPORATION, COMPLETE THIS SECTION**

FULL NAME: \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ PROV \_\_\_\_\_ POSTAL CODE \_\_\_\_\_ HOME PHONE # \_\_\_\_\_

BIRTH DATE \_\_\_\_\_ SOCIAL INSURANCE # \_\_\_\_\_ RESIDENCE IS: \_\_ OWNED \_\_ RENTED

## TRADE REFERENCES

\*\*\*PLEASE ENSURE ALL DATA IS RECORDED BELOW\*\*\*

### EMAIL IS REQUIRED FOR PROCESSING

1. NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE # \_\_\_\_\_ EMAIL: \_\_\_\_\_

2. NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE # \_\_\_\_\_ EMAIL: \_\_\_\_\_

3. NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE # \_\_\_\_\_ EMAIL: \_\_\_\_\_

PLEASE READ TERMS AND SIGN PAGE THREE OF APPLICATION

PLEASE EMAIL COMPLETED APPLICATION TO [ar@norburn.com](mailto:ar@norburn.com)





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## PLEASE READ AND RETURN SIGNED APPLICATION

The Applicant agrees to make payments in accordance with the terms stipulated on each invoice and to pay 2% service charges (annual rate 24%) on any overdue balance.

The Applicant recognizes the Return and Warranty policy and acknowledges that deposits may be required for purchases that exceed the credit limit.

The Applicant agrees and acknowledges that Norburn Lighting & Bath Centre will retain title to products purchased until all corresponding invoices have been paid in full.

The Applicant acknowledges that accounts that are inactive for a period of three years will have the credit terms removed from the account and a new credit application would be required to reinstate credit terms.

The Applicant / or person signing on behalf of the applicant, warrant and confirm that the information given herein is true and correct and understand that it is being provided for the purposes of obtaining credit from Norburn Lighting & Bath Centre (hereinafter called "N.L."). N.L. is authorized to obtain any information required relative to this application from any source to which N.L. may apply and each source is hereby authorized to provide N.L. with such information. N.L. is authorized whether or not the application is approved. Further, if the application is approved for credit, N.L. is authorized to retain, update and exchange information regarding the Applicant for as long as the business relationship between the two parties exists.

I, \_\_\_\_\_ confirm that I am authorized to sign this application and provide  
(please print name and title) information contained herein.

Date \_\_\_\_\_

Signature \_\_\_\_\_

## GUARANTEE

1. In consideration of Norburn Lighting & Bath Centre (hereinafter called "N.L.") granting credit to the Applicant, on such terms as shall be agreed upon between N.L. and the Applicant from time to time, the undersigned hereby agrees as follows:

2. That the undersigned (and if more than one, jointly and severally) hereby guarantees to N.L. the due payment of all monies which are now or which shall at any time hereafter be due to N.L. from the Applicant, howsoever arising.

3. That if the Applicant is an individual or a partnership, either of which subsequently at any time causes a Corporation to be incorporated (herein called a "future Corporation") which future Corporation obtains credit from N.L., that the undersigned shall cause such future Corporation to apply in writing to N.L. for credit, and in any event, the undersigned hereby guarantees to N.L. the payment of all sums due to N.L. by such future Corporation as if such future Corporation had executed this application for credit fully and completely whether or not such future Corporation applies in writing to N.L. for credit.

4. N.L. shall have the right to refuse credit to Applicant or a future Corporation; to take and release any and all collateral or other securities, to extend time for payment to the Applicant or a future Corporation or to any person liable upon any collateral or other security which N.L. may hold at any time, and to compromise or compound with him or them, without notice to the undersigned and without discharging or affecting the liability of the undersigned to N.L.

5. N.L. shall not be bound to exhaust its resources against the Applicant or future Corporation or other persons, or the securities N.L. may hold, before being entitled to payment from the undersigned of the amount guaranteed.

6. This Guarantee shall be a continuing Guarantee, and shall cover all liabilities which the Applicant or future Corporation may incur before the undersigned shall give N.L. written notice to make no further advances on the security of this Guarantee.

7. It is agreed that this Guarantee shall be valid notwithstanding any change or changes in the name of the Applicant or any change or changes in the membership, if a Partnership, whether by death, retirement or introduction of one or more new Partners.

8. The Guarantee and Agreement by the undersigned shall extend to and be binding upon the undersigned and his executors, administrators, successors and assigns.

9. IN WITNESS WHEREOF the undersigned has executed this Guarantee this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_  
(month) (year)

\_\_\_\_\_  
Name of Individual Guarantor

\_\_\_\_\_  
Signature of Individual Guarantor

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Signature of Witness





**NORBURN**

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Norburn Lighting and Bath Centre strives to provide customers with the best customer experience in store, and online, and works to provide a hassle-free return policy.

## **Products may be returned under the following conditions:**

- Within 90 days from purchase
- Not installed (no cut wires)
- Original packaging
- Resalable condition / no missing parts

Returns must be approved and may be subject to a restocking fee, up to 50%. We cannot accept returns on products marked 'Final Sale.' Custom orders are considered Final Sale and are non-refundable.

## **Returning Online Orders**

If your return satisfies the above requirements, please email **[sales@norburn.com](mailto:sales@norburn.com)** to obtain approval for return. You can return items in store to our Burnaby showrooms, or ship return, however shipping costs must be covered by customer and a tracking number must be provided to **[sales@norburn.com](mailto:sales@norburn.com)**. The customer is responsible for the returned merchandise until it is received by our warehouse staff.

Once a return is reviewed and approved, a refund will be issued at the original price.

## **Defective / Damaged Product:**

Items received as damaged or defective, along with other discrepancies, such as missing parts, must be reported to **[sales@norburn.com](mailto:sales@norburn.com)** or any of the branches within 14 days after purchase.

Many of our vendors have help phone lines you can call where they will help troubleshoot any issues you are facing and determine if the product should be replaced. The branch can test the product in-store as well if needed.

Thank you for your business,

**Norburn Lighting and Bath Centre ®**





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**Congratulations on your recent purchase from Norburn Lighting and Bath Centre.**

We make every effort to ensure the quality and durability of all of our products. As part of this on-going commitment to customer satisfaction, we are proud to support our suppliers and their warranties.

## 1 YEAR LIMITED RL WARRANTY

This 1 Year Limited Warranty extends to the original user or purchaser for a period of 365 days from the date of purchase. The 1 Year Warranty covers any defects in your purchased product occurring under normal use during the warranty period. During this 1 Year Warranty Period, Norburn Lighting and Bath Centre, in conjunction with our suppliers, will replace, at no charge, either the entire product or any part(s) and/or component(s) deemed to be defective related to manufacturing issues. The Limited Warranty does not apply to product deficiencies resulting from improper controls, improper storage conditions, installation procedures, malfunctions or damage not directly resulting from product defects existing at the time of purchase. Broken glass found at the time of purchase will be replaced free of charge. **This Limited Warranty does not include installation costs related to the product under warranty.**

## 3 YEAR LIMITED (1-YEAR CONDITIONS+)

Norburn Lighting and Bath Centre offers a 3 Year Manufacturer Limited Warranty on all LED bulbs. This 3 Year Warranty extends to the original user or purchaser for a period of 3 years from the date of purchase. During this 3 Year Warranty period, Norburn Lighting, in conjunction with our suppliers will work together to resolve LED bulb related issues and suppliers will replace said bulbs with what is current in LED technology. The 3 Year Limited Warranty does not apply to product deficiencies resulting from improper controls, improper storage conditions, installation procedures, malfunctions or damage not directly resulting from product defects existing at the time of purchase. **This 3-Year Manufacturer Limited Warranty does not include installation costs related to the LED product under warranty.**

## 5 YEAR LIMITED (1 YEAR CONDITIONS+)

Norburn Lighting and Bath Centre also offers a 5 Year Manufacturer Limited Warranty on all LED fixtures. This 5 Year Warranty extends to the original user or purchaser for a period of 5 years from the date of purchase. During this 5 Year Warranty period, Norburn Lighting staff will act on your behalf with the supplier to resolve issues relating to your LED fixture and suppliers will replace or repair said fixtures or components with what is current in LED technology. The 5 Year Limited Warranty does not apply to product deficiencies resulting from improper controls, improper storage conditions, installation procedures, malfunctions or damage not directly resulting from product defects existing at the time of purchase. **This 5-Year Limited Warranty does not include installation costs related to the LED product under warranty.**

To obtain the warranty service, you must contact Robinson Lighting directly. Our friendly and knowledgeable staff will determine the nature of the problem affecting your product(s) and work with you to resolve the issue.

Thank you for your business,

**Norburn Lighting and Bath Centre ®**