**NEW CUSTOMER PACKET**

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**360 Foothill Road, Bridgewater, NJ 08807**

**http://www.hamamatsu.com**

**Welcome Page**

Welcome to Hamamatsu Corporation. This packet is designed to provide us with the information necessary to establish your Hamamatsu account. In this packet we have included the following:

* Part I General Information
* Part II International Customer Information
* Part III Compliance Requirement
* Part IV Credit References/Application Information
* Part V How Did You Hear About Hamamatsu?
* Part VI Damaged Goods Return Policy
* Part VII Hamamatsu Corp Terms and Conditions

**IMPORTANT:**

**All forms must be signed and completed in their entirety by an authorized person from your company before an account can be established.**

**Sign forms where indicated and return by fax or email:**

**Fax: 908-450-1140**

**Email:** [**order@hamamatsu.com**](mailto:order@hamamatsu.com)

**ATTN: New Accounts**

**Call Customer Service at 917-947-7199 if you have any questions.**

**Part I**

**General Information:**

**Company’s Legal Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_\_**\_

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

**City:­­­­­­­­­­­­­­ ­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Zip:\_\_\_\_\_\_\_\_\_\_\_\_**

**Accounts Payable Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Shipping Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**City:­­­­­­­­­­­­­­ ­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Zip:\_\_\_\_\_\_\_\_\_\_\_\_**

**Purchasing Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Fax:­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Purchasing Dept. Email:­­­­­­­­­­­­­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Accounting Mgmt. Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Part II**

**International Customer Information**

Dear International Customer(s),

Thank you for your interest in Hamamatsu Corporation. In an effort to expedite the ordering process, please provide us with the following information:

* Shipping method: Your carrier account number or a broker of your choice
* Wire transfer fee: $25.00 (waived if paying by credit card)
* Document handling fee: $50.00

All orders are subject to the review and approval of our parent company. Please be aware conditions may apply that may result in denial of your order. Once all documents/information are received, reviewed and approved, the order will be released to the factory and the manufacturing process will begin.

* A delivery confirmation will be sent to you via email with the available ship date(s) within 3-5 days.
* A Proforma and an EFT- ACH instruction will be sent including the amount of payment due for your order.

Please ensure all documents are filled out completely and signed where necessary. *Electronic signatures will not be accepted*.

We appreciate you sending the documentation in order to help expedite the process.

Thank you for your business.

**Información para los Clientes Internacionales**

Estimado Cliente(s),

Gracias por su interés en Hamamatsu Corporation. En un esfuerzo para acelerar el proceso del pedido, por favor proveer las siguientes informaciones:

* Método de envió: Un número de cuenta de transporte de envió o proveedor de su elección.
* Cargo por transferencia bancaria: $25.00 (no se cobra si paga con tarjeta de crédito)
* Tasa de tramitación de documentos: $50.00

Cada pedido es revisado y aprobado por nuestra empresa mayor en Japón. Una vez que todos los documentos e informaciones son recibidos, revisados y aprobados la orden se dará a conocer a la fábrica y el proceso de fabricación se iniciará.

* Una confirmación de la entrega será enviada vía correo electrónico con la fecha(s) de envío dentro de 3-5 días.
* Una proforma y una instrucción EFT- ACH será enviado, incluyendo el monto de pago de su pedido.

Por favor asegúrese de que todos los documentos se han llenado por completo y firmados cuando se ha necesario. *No se aceptarán firmas electrónicas*.

Nosotros apreciamos él envió de la documentación con el fin de ayudar a acelerar el proceso.

Gracias por su cooperación.

**Part III**

**Company’s Legal Name:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_**

**Compliance Required Information**

**Dear Customer,**

**Our Parts are manufactured by our parent Company in Japan; as a result, we are subject to both Japanese and U.S. export laws. The information requested is mandatory in establishing an account and helps us stay in compliance with the applicable laws.**

**How many years has the company been in business?\_\_\_\_\_\_\_\_years**

**Is your business: (circle one) Partnership, Ind. Ownership or Corporation**

**State of incorporation and ID #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Country (or countries) of operation\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Type of business (please specify): University, Contract Manufacturer or OEM, Distributor/ Reseller, Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Do you intend on exporting our parts “as is”?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please tell us about your business and/ or type of industry:**

***Example:***

***We are an OEM engaged in research and development, and building optical test and measurement devices for biological and medical samples. The parts purchased will be used in X-ray Spectroscopic Analyzers.***

**Please indicate here: ­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Part IV**

**Company’s Legal Name:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_\_**

**Credit References/Application Information:**

**Anyone applying for credit with Hamamatsu Corp must submit a Credit Reference Letter or provide information below. Applications without this information may not be processed.**

1. **Bank Reference\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
2. **Company\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_\_\_ Zip\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Company\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_\_\_ Zip\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Company\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_\_\_ Zip\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Federal ID #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**State Tax #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Taxation Information (circle one): Taxable, Non-Taxable**

**In order to establish your new Hamamatsu account, we must have a State Tax Exempt Letter on file for all Non-Taxable Accounts. Please attach a copy with this form.**

**Shipping Carrier Preference: Best Way, UPS, FedEx, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Carrier collect number (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Part V**

**Company’s Legal Name:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How Did You Hear about Hamamatsu Corporation?**

**Please share with us how you found out about Hamamatsu Corp. All information is used solely by Hamamatsu Corp.**

**Referral (Company/Contact):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trade Show (Name and location):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Internet/Phone Directory:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Other (Specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_**

**Part VI**

**Damaged Goods Return Policy:**

Hamamatsu Corporation has provided you with a return authorization number (RA#) per your recent request. Please follow the instructions below to properly return the item (s) to us.

**PLEASE NOTE:**

International customers who did not purchase parts directly from Hamamatsu need to return the parts back to the purchaser in the US.

International customers who purchased parts directly from Hamamatsu must send a copy of their Commercial Invoice to [HamamatsuQa@hamamatsu.com](mailto:HamamatsuQa@hamamatsu.com) for review.

**All parts returned to Hamamatsu must:**

* Be returned PREPAID
* Be packaged carefully because the item(s) being returned are considered *fragile*
* Have the RA# provided to you written on the packing slip and on the outside of the box

**You must include the following:**

* Contact name
* Return address
* Email address
* Telephone number
* Reference PO number
* Why item(s) are being returned

**Return to:**

HAMAMATSU CORPORATION

Attn: Logistics RA#

250 Wood Avenue

Middlesex, NJ 08846

**For the status of your RA, contact Customer Service/Returns by:**

* Email: [hc\_qa\_associates@hamamatsu.com](mailto:hc_qa_associates@hamamatsu.com)
* Phone: (732)537-3614

**Part VII**

**Hamamatsu Terms and Conditions:**

**Receipt of the purchase order and our commencement of performance shall constitute your acceptance of all of the Hamamatsu Terms and Conditions. Any additional or different terms in your documents are hereby deemed material alterations and notice of objection and rejection of them is hereby given.**

**To the extent the terms in your Purchase Order conflict with any Hamamatsu terms and conditions, the Hamamatsu terms and conditions shall prevail.**

**A full version of the Terms and condition can be found at:**

<http://qms.hamamatsu.com/Lists/Control%20Documents/Attachments/4154/FCD%200312%20Rev.8%20(HC%20T.C.).docx>