



## Dealer Application Package

Greetings!

Thank you for your interest in becoming a Red Hawk Dealer, a leading after-market parts and accessory distributor in the golf car industry, selling directly to Dealers, rather than consumers.

**Red Hawk prides itself in delivering the best dealer experience possible, below are a few things that make us stand out in our industry.**

- Comprehensive, Full Color Parts and Accessories Catalog
- Over 7200 items available
- Account Manager and Sales Team, creating backup support in processes and dealer support
- Weekly Sales Specials
- Web Portal access with secure login, allowing for online ordering, RMA processing, payment to account, and many more self-serve options

**Our Preferred Dealer Requirements include, but are not limited to, the following:**

- A retail location with acceptable commercial signage and freight carrier access
- A maintained retail display area for parts and accessories
- Regular posted business hours
- Minimum Initial Order of \$3,500
- Minimum Annual Parts Purchase of \$15,000

**To assist us in the review of your application for a potential account, the following items are required via fax, mail or e-mail:**

1. Your completed **Dealer Application**, and the following items
  - a. Copy of your **State Tax Resale Certificate** (if applicable)
  - b. **Personal Guarantee** signed by each owner
  - c. List of any **Golf Cart Industry Trade References** you are currently purchasing parts and accessories from.
2. **Photos of your Dealership**, inside and outside, including any display/service areas, and photos of any current inventory for sale and recent custom builds.
  - a. Photos must be mailed or e-mailed along with your application and supporting documents, to our Sales Department at [RedHawk@golfcart.com](mailto:RedHawk@golfcart.com).

Thank you again for your interest. We look forward to receiving your completed application and additional documents. Red Hawk reserves the right to accept or deny any Dealer application.

If you have any questions, please call Red Hawk Sales at 866-666-7278.



## Dealer Application

Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
☐ Shipping Address: "Same as Billing"  
(If different): \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
Billing/Invoice Email: \_\_\_\_\_ Shipping Notification Email: \_\_\_\_\_  
Order Acknowledgement Email: \_\_\_\_\_ Website: \_\_\_\_\_  
Type of Account Requested: ☐ Credit Card ☐ Net Terms  
Type of Company: \_\_\_\_\_  
☐ Corp. ☐ Partnership ☐ Proprietorship How long have you owned the business? \_\_\_\_\_  
List All Owners & Percentage of Ownership: \_\_\_\_\_  
Federal ID or Social Security Number: \_\_\_\_\_ Resale Certificate Attached? \_\_\_\_\_

### GOLF CAR INDUSTRY TRADE REFERENCES

Please list below any suppliers of parts and accessories in the Golf Car Industry that you are currently purchasing from

Company Name: \_\_\_\_\_ A/C #: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Website: \_\_\_\_\_  
Company Name: \_\_\_\_\_ A/C #: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Website: \_\_\_\_\_

### OTHER TRADE REFERENCES

Company Name: \_\_\_\_\_ A/C #: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Type of Industry: \_\_\_\_\_ Website: \_\_\_\_\_  
Company Name: \_\_\_\_\_ A/C #: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Type of Industry: \_\_\_\_\_ Website: \_\_\_\_\_

The above information is submitted by the undersigned for the purpose of obtaining credit. The undersigned authorizes Red Hawk, LLC to whom this application is made to investigate the references listed pertaining to my/our credit and financial responsibility and expressly agrees to make payment in full to you for all purchases in accordance with your invoice(s). Should the undersigned default in any such payment, the undersigned expressly agrees to pay a service charge (late charge) of 1.5% per month (18% per annum) or the maximum rate permitted by law on any amounts in default, and, at your option, all amounts owed to you by the undersigned shall become immediately due and payable. The undersigned shall be responsible for attorney's fees equal to 25% of the full balance owing plus all other costs and expenses incurred by you in the collection of any obligation of the undersigned pursuant hereto.

In the event of default, the undersigned authorizes any attorney of a court of record to appear for me/us and to confess judgment against me/us for the full balance owing to you, including principal, interest and attorney's fees. The undersigned further agrees that should Red Hawk assign any accounts the undersigned expressly waives any right of offset against the assignee for the accounts so assigned. This agreement shall become effective when accepted by our authorized representative. The undersigned agrees that the laws of the State of Maryland shall govern this agreement and any transactions between you and the undersigned. In the event of a dispute, personal jurisdiction and venue shall be in Baltimore County, Maryland. The undersigned shall not transfer or assign this agreement without the prior written consent of Red Hawk, LLC.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

If a corporation, the signature must be that of an officer, stating title.



## Personal Guarantee

For good and valuable consideration the receipt of which is hereby acknowledged, the undersigned do/does hereby guarantee payment of any and all indebtedness herein defined and incurred by \_\_\_\_\_ (name of debtor – your company name) to Red Hawk, LLC, subject to the following conditions:

- 1) This is a continuing guarantee and shall stay in full force and effect to cover any existing and/or future indebtedness of \_\_\_\_\_ (debtor – your company name) as contemplated hereunder, including indebtedness arising pursuant to successive transactions that either continue the indebtedness or from time to time renew the indebtedness, until fully satisfied.
- 2) Said indebtedness shall include, but not be limited to, debtor's obligations to pay all amounts invoiced to it by Red Hawk, LLC, all monthly interest charges and late charges thereon, attorney's fees of 25% of the principal owed and all other collection costs and expenses.
- 3) This Personal Guarantee shall be governed by the laws of the State of Maryland. The undersigned agrees that in the event of a dispute, personal jurisdiction and venue shall be in Baltimore County, Maryland. Upon default, the undersigned authorizes any attorney of the Court of Record to appear for him/her and to confess judgment against him/her for the full amount owed to Red Hawk, LLC hereunder, including principal, interest and late charges, attorney's fees and collection costs and expenses.
- 4) Undersigned authorizes Red Hawk to access his or her personal consumer report.

\_\_\_\_\_  
Guarantor's Name (Printed)

\_\_\_\_\_  
Debtor's Name (Printed)  
(Your company name)

\_\_\_\_\_  
Guarantor's Signature

\_\_\_\_\_  
Guarantor's Home Address

\_\_\_\_\_  
Debtor's Address (Company's Address)

\_\_\_\_\_  
Guarantor's Home City, State & Zip

\_\_\_\_\_  
Debtor's City, State & Zip

\_\_\_\_\_  
Guarantor's Home Phone Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guarantor's Social Security Number

**\* Debtor is the company, Guarantor is the owner.**

**\*\*If more than one owner, please photocopy and have each owner complete.**



Purchaser: \_\_\_\_\_

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

State Of Sales Registration: \_\_\_\_\_

**BLANKET CERTIFICATE OF RESALE**

This is to certify that all material, merchandise, or goods purchased by the undersigned from  
RED HAWK, LLC  
1212 65<sup>th</sup> STREET  
ROSEDALE, MD 21237

After \_\_\_\_\_ is purchased for the following purpose:  
(date)

- ☐ Resale as tangible personal property
- ☐ Rental
- ☐ To be incorporated as a material or part of other tangible personal property to be produced for sale by manufacturing, assembling, processing, or refining.
- ☐ To be exported for sale, use, or consumption outside the continental limits of the United States.
- ☐ Other: \_\_\_\_\_

This certificate shall be considered a part of each order, which we shall give unless otherwise stated. This certificate is to continue in force until revoked.

CERTIF. BY: \_\_\_\_\_  
NUMBER: \_\_\_\_\_ AS ITS: \_\_\_\_\_

PLEASE COMPLETE THE ABOVE FORM AND RETURN TO:  
RED HAWK, LLC  
1212 65<sup>th</sup> STREET  
ROSEDALE, MD 21237

**INSTRUCTIONS FOR COMPLETING THIS CERTIFICATE.** Please print or type.

1. PURCHASER – Legal Company Name including any d/b/a's.
2. ADDRESS – Complete mailing address.
3. STATE OF REGISTRATION – This line should contain the state in which your certificate number is issued under. Please complete one form for each state of registration.
4. DATE – Fill in approximate date of first purchase from Red Hawk.
5. Please check applicable box, if other state reason.
6. CERTIFICATE NUMBER – This blank should contain your certificate number issued by the state in which you are registered.
7. BY – This blank is for an authorized person of your company to sign.
8. AS ITS – This blank is for the title of the person signing the form.

**NOTE: THIS CERTIFICATE IS NOT VALID UNLESS PROPERLY COMPLETED.  
FAILURE TO PROPERLY COMPLETE THIS FORM COULD RESULT IN  
RED HAWK BILLING SALES TAX ON PURCHASES MADE BY YOUR COMPANY.**



## Policies, Terms, and Conditions

**Returns:** Customers must request a Return Merchandise Authorization (RMA) number from Red Hawk before returning any parts. Customers can request to return new, unopened items 30 days from the date of invoice. RMAs are valid for 45 days from the date of issue. If not returned within this timeframe, credit will not be issued, and the product will be returned to the customer. Customers are responsible for return freight and must include the RMA number along with the return. There is a 20% restocking fee for all non-warranty returns. Discontinued parts, Electronic Parts, or any installed parts are not eligible for return.

**Warranty:** Red Hawk parts are warranted free of most manufacturer defects or damage for 1 year from the invoice date. Damage/defect by improper installation or usage will not be covered. Red Hawk will not be responsible for service calls, alleged harm, or damaged material resulting from the installation of our products. The item being claimed for warranty must be available for pictures, or additional information at the time warranty is being claimed. If the part has been discarded before claiming a warranty, the warranty will be denied. Upon warranty approval of defective workmanship of the manufacturer's materials, a replacement or full credit will be issued at our discretion. If an item is requested back to Red Hawk for warranty testing or consideration, **Return Freight is the responsibility of the customer.**

**Missing/Damage/Shortages:** Shortages and damaged products must be reported to Red Hawk within 2 business days of receipt. All in-transit damaged merchandise must be claimed directly to Red Hawk.

**Missing Parcel Packages-** If tracking shows no movement on a ground package in 5 business days, or if a package is stated as delivered but not received, please report the package as missing. A replacement will be sent out and a carrier claim will be filed on your behalf by Red Hawk. Credit for the original order will be issued when the claim is settled, which may take several weeks.

**LTL Damage/Shortage** - EITHER refuse the shipment with noticeable damage/shortage and report the refusal to Red Hawk within two days; OR if you choose to keep the shipment, "DAMAGE" or "SHORTAGE" **MUST** be documented directly on the signed delivery receipt, and all damage must be reported directly to us within 2 business days for a Claim with the carrier to be filed. (Freight companies have strict rules regarding claims; all claims must be filed within the 2-day window.) Failure to document damage or shortage on any LTL delivery receipt may result in damages and shortages not being covered for replacement by Red Hawk.

**Controller Warranty Policy: Navitas and Alltrax Controllers:** 2-year limited manufacturer warranty from the date of invoice. All controller units will be diagnosed by the manufacturer before replacements are sent. Please email Warranties and Returns at [customerservice@golfcart.com](mailto:customerservice@golfcart.com) for your specific controller Warranty procedure. We will instruct you on the next steps in the process. **Please Note:** Navitas and Alltrax controllers are owned by the customer upon purchase and will be replaced if deemed defective after technical evaluation by the manufacturer. If the customer chooses to purchase a new controller while waiting for the manufacturer to diagnose the original controller, this is considered a new purchase and not a replacement for the warranty unit.

**Special Orders:** We will source special order parts or custom manufactured parts which are designated SPECIAL ORDER. These items may not be cancelled once the order is placed and are not returnable

**Backorders:** Unless otherwise requested by the dealer, any backorder item greater than \$10.00 will be shipped as soon as the item becomes available. Special order items may not be cancelled.

**Same Day Order Processing:** Typically orders received by 2:00 pm EST will ship same day. We process orders immediately and cannot guarantee that they can be changed once they are placed.

**Minimum Order:** The minimum order is \$50.00. New Accounts have an initial order minimum of \$3500. Minimum Annual Parts purchase will be \$15,000.

**Payment Terms:** A signed Account Application and a copy of the Dealer's Resale Certificate are required prior to any orders being shipped. Terms are net 30 from invoice date for dealers with established credit and in good standing. Account balances over 30 days will be subject to a 1.5% per month finance charge. Any account 30 days past due will be placed on hold until funds are received. Terms and credit limits may change at the discretion of Red Hawk. All new accounts will be set up as Credit Card until credit is established.

**Credit Cards:** Visa, MasterCard, American Express and Discover are accepted for parts orders. If Dealer pays by credit card, Dealer represents that is the owner of or is authorized to use the credit card and Dealer authorizes Red Hawk to charge the credit card for all transactions, unless otherwise specified. If Red Hawk extends credit to Dealer, Dealer will be invoices on the agreed upon terms.

**Accessorial Charges:** Accessorial charges are fees from our carriers for performing freight services (LTL) beyond normal pick up, transport and delivery. These charges are invoiced as flat fees. Common accessorial fees are in the catalog with amounts effective as of April 1<sup>st</sup> for catalog year. The list includes but is not comprehensive: Residential, Liftgate, Notification/Call ahead. Residential designation is assigned by the carriers. Accessorial fees are not exempt for orders qualifying for free freight.

**Currency:** If a sale is to occur (or the product is to be shipped) outside of the United States, Dealer acknowledges and agrees that the amount due Red Hawk is contracted in U.S. Dollars. If Dealer mistakenly pays in another currency, the Dealer is responsible for any deficiency due to conversion of funds into U.S Dollars. International wires are frequently processed via Intermediary Banks after leaving the Dealer bank. Dealer is responsible for any Intermediary Bank fees deducted from the proceeds received by Red Hawk.

**Prices:** Prices, terms and conditions of sale are subject to change. Red Hawk is not responsible for typographical errors. Annual catalog pricing is effective as of April 1<sup>st</sup> for the catalog year.

**Red Hawk Website:** Each Dealer is responsible for maintaining users and access for their online login – both for order entry and online payment. Red Hawk will consider all orders or payments made via the website as valid and true.

**Trademarks:** Dealer will not use Red Hawk, RHOX or Admiral names, logos, trademarks, or other intellectual property rights without Red Hawk's written consent.

**Notices and Communications:** Dealer consents to receive all communication from Red Hawk and shall promptly notify Red Hawk in writing of all changes to Dealer's name, address, contact information and control/ownership of its assets.

**Hours:** Red Hawk is open from 8a.m. -5pm Monday – Friday, Eastern Standard Time.

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