

NEW CUSTOMER INTAKE FORM

Please complete all sections below and return to:

accounting@high-grounds.com

Please remember to include a completed and signed W-9 form when returning this intake form. Blank W-9 available at irs.gov/pub/irs-pdf/fw9.pdf

1. BILLING INFORMATION

BILLING NAME (COMPANY OR INDIVIDUAL NAME)

STREET ADDRESS

SUITE / UNIT #

CITY

STATE

ZIP CODE

PHONE NUMBER

EMAIL ADDRESS

FEIN / SSN

2. SERVICE LOCATION INFORMATION

Complete this section if the service location differs from the billing address above.

BUSINESS NAME AT SERVICE LOCATION

ON-SITE CONTACT NAME

STREET ADDRESS

SUITE / UNIT #

CITY

STATE

ZIP CODE

PHONE NUMBER

EMAIL ADDRESS

3. PAYMENT METHOD

Select your preferred payment method and complete the corresponding fields. Your information is stored securely and used only for the charges authorized in Section 4.

☐ ACH / Bank Transfer (preferred - no processing fee)

BANK NAME

ACCOUNT HOLDER NAME

BANK ROUTING NUMBER (9 DIGITS)

ACCOUNT NUMBER

☐ Checking☐ Savings

☐ Credit Card

☐ Visa

☐ Mastercard

☐ American Express

☐ Discover

NAME ON CARD

CARD NUMBER

EXPIRATION DATE (MM/YY)

CVV / SECURITY CODE

BILLING ZIP CODE FOR CARD

4. PAYMENT AUTHORIZATION AGREEMENT

By signing below, you ("Customer") authorize High Grounds Coffee Equipment Sales & Service ("High Grounds") to initiate electronic debits from the bank account or charges to the credit card provided in Section 3, under the terms described below.

4A - Past-Due Balance Collections

Customer authorizes High Grounds to charge the payment method on file for any outstanding past-due balance under the following notice procedure: (1) A first reminder notice is sent **three (3) days before the invoice due date**, giving Customer an opportunity to remit payment before it becomes past due. (2) A second notice is sent **on the invoice due date**, confirming the balance owed and the upcoming automatic charge timeline. (3) A final notice is sent **ten (10) calendar days after the invoice due date**, stating the past-due amount and confirming the scheduled charge date. (4) The past-due amount will be charged to the payment method on file no earlier than **three (3) business days** after the final notice is delivered. Notices will be sent to the billing email and/or mailing address in Section 1. Customer may avoid automatic collection by remitting full payment before the scheduled charge date.

4B - General Terms

Customer is responsible for notifying High Grounds of any changes to payment information at least five (5) business days before the next scheduled charge. Payment information will not be shared with third parties except as required to process authorized transactions. To dispute a charge, contact High Grounds within thirty (30) days of the charge date.

Authorized Signature

Printed Name

Date

Title / Position (if signing on behalf of a business):

TITLE / POSITION

5. RECURRING SCHEDULED CHARGES — OPTIONAL OPT-IN

This section is completely optional. You are not required to enroll in automatic recurring billing. If you prefer to receive invoices and pay manually, simply leave this section blank.

☐ **Yes, I would like to enroll in automatic recurring billing for scheduled charges.**

By initialing below, Customer voluntarily authorizes High Grounds Coffee Equipment Sales & Service to automatically charge the payment method on file for invoices issued under active service agreements and maintenance plans on their scheduled due dates. An invoice or statement will be sent before each charge. This authorization is optional and may be cancelled at any time with written notice at least ten (10) business days before the next scheduled charge date.

Initials

Printed Name

Date

Return completed form + W-9 to: accounting@high-grounds.com