

Registered with Meridian Bank

Corporate Headquarters
 535 Chapala St Santa Barbara, Ca 93101
 Phone 877.875.6114 Fax 877.875.5135

MOTO & INTERNET QUESTIONNAIRE

Contractor Name:	Application ID:

DBA NAME	CONTACT NAME	PHONE NUMBER

QUESTIONS

1. **Type of Merchant: (Check all that apply)** Internet / Online sales Mail / Telephone Order

2. **What product(s) or service(s) does your organization provide the cardholder? (Please be specific)**

3. **Does your organization have a store front location?** Yes No

4. **Are orders received and processed at business location?** Yes No

5. **Where is inventory housed?**

6. **Are any of the following aspects of your business outsourced to other companies? (Check all that apply)**
 Customer Service Product Shipment Handling of Returns Cardholder Billing

7. **Describe your refund / cancellation policy? (Include restocking charges, if applicable)**

8. **By what methods do sales take place? (i.e., internet, trade shows, etc.)**

9. **Do you use printed marketing materials? (If yes, please attach copies)** Yes No

10. **Please explain your billing / delivery policy.(and.to.what.percentage.each.applies,.total.should.equal.100%):**
 _____ Full payment upfront with _____ days until product / service delivery.
 _____ Partial payment required upfront with _____ % required and with _____ days until final product / service provided.
 _____ Payment received after product / service is provided.

11. **If product / service delivery requires recurring billing, please explain available billing options:**
 Monthly Quarterly Semi-Annually Annually

12. **What is the customer service phone number? (Toll-free preferred)**

13. **Merchant Website* URL Listing:**

*Website must include the following: (1) Complete description of goods or services offered (2) Delivery standards (3) Return / Refund policy described in full (4) Security method for the transmission of payment data (SSLA Secured 128 bit) (5) Privacy policy (6) Contact information (must match merchant application)

SIGNATURE AND ACCEPTANCE

Merchant signature attests to the accuracy provided and agrees that any change in the business described in this addendum will not be implemented without authorization from Axia.

X _____
 MERCHANT SIGNATURE

 DATE

 MERCHANT NAME (PLEASE PRINT)

 SALES REPRESENTATIVE (PLEASE PRINT)