

**SELECT ONE:  NEW ACCOUNT PASSWORD REQUEST  CHANGE OF ADMINISTRATOR**  
**Electronic Commerce User Agreement for www.dandh.ca**  
**PASSWORD REQUEST FORM**

Please complete the Electronic Commerce User agreement and License ("Agreement") below and have it signed by an authorized signator and either fax it or mail it to D&H CANADA at the address below. D&H CANADA will process your request and provide you with written notification of your log-in and password. **We will send this via e-mail within 3 business days of the account being set up in our system. For security reasons, D&H CANADA will only provide this sensitive information via email to the address we have on file.** Read all terms and conditions of this agreement before signing, opening any software media package (if included) or accessing the D&H CANADA Web Site or any informational database. By opening any D&H CANADA software package or accessing the Web Site or informational database, your organization ("you") agree to these terms and conditions, as modified or amended from time to time and each time you access the database, software, or site, you reconfirm your agreement. If you do not agree to these terms and conditions, you may elect not to access the database or site, and must, if applicable, return any accompanying software product container and its contents, including any unopened software media package, to D&H CANADA. This Agreement is effective from the day you initially use or install the software, access the database or site until such time as you cease to be an authorized reseller of D&H CANADA.

You may access this secure site by choosing to "log-in" from various locations within the D&H CANADA non-secure site. At that point you will be prompted to enter your log-in ID and password. Your account will be initialized and ready for use when you receive your log-in and password. Maintenance of the security of this password is your responsibility. Please guard this information as you would your credit card or bankcard number, including how it is used by the employees (current and previous) of your organization. D&H CANADA is not responsible for any unauthorized use of this information unless written notice is received and confirmed by D&H CANADA as to the termination of this program. We cannot process questions relating to the access of our secure web site without your account number.

You, as administrator, agree to maintain your password file within dandh.ca. Please refer to the rules and regulations of the administrator in the password function in dandh.ca.

You agree that electronic orders placed under this Agreement are valid and are for all purposes deemed in writing, signed by you, and are admissible to the same extent and under the same conditions as other business records between the parties. Unless otherwise agreed to in a writing signed by an officer of D&H Canada, the terms and conditions of electronic sales made under this Agreement are contained on D&H Canada's written invoices, and available on line, as amended from time to time.

The data provided by D&H CANADA under this Agreement has been subject to numerous control mechanisms to insure its accuracy. D&H CANADA at all times will use best efforts to maintain this accuracy as to pricing and availability of products. However, if at any time the data is incorrect as to price, availability, description, image and product attributes, D&H CANADA reserves the right to reject orders placed based on this erroneous information. D&H CANADA shall not be liable for any damages beyond refunding the purchase price paid for the product upon its return.

The data provided herein shall at all times remain the property of D&H CANADA and (your company name) \_\_\_\_\_ shall take commercially reasonable steps to make sure this data is secured from any unauthorized use, copying transmission, downloading, or other distribution. Please send any questions to [Webmaster@dandh.com](mailto:Webmaster@dandh.com).

**For a new account, D&H CANADA will complete the account number line.**

Customer Acct # \_\_\_\_\_

**Must complete all following information to have a password issued.**

Company: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

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

Do you wish to authorize drop shipping on your account? YES  NO

By signing below, I agree to the above terms and conditions:

\_\_\_\_\_  
Authorized Signature Title Date

**We will send this via e-mail within 3 business days of the account being set up in our system.**

**eFor questions email: [passwords@dandh.com](mailto:passwords@dandh.com)**

**Selecting the FORGOT PASSWORD link on our homepage at [www.dandh.ca](http://www.dandh.ca) can retrieve a misplaced password**

**Fax completed requests to: (717) 255-7851 or mail to:**

**D&H CANADA 2525 N. 7<sup>th</sup> Street Harrisburg, PA 17110 Attention: Web Password Admin**