

OPEN TO PUBLIC HVAC PARTS

Troubleshoot, Repair, Save. · Serving Dallas since 1998
10226 Plano Rd, Suite 104, Dallas, TX 75238
Phone / Text (214) 340-9421 · otp-hvac.com

COMMERCIAL ACCOUNT APPLICATION

STORE HOURS

Mon-Fri 10:00 AM - 7:00 PM
Sat 10:00 AM - 3:00 PM · Sun Closed

Commercial Account Application

Multifamily · Property Management · Contractor & Trade

ACCOUNT TYPE (check one)

☐ Multifamily / Apartment Community ☐ Property Management Company ☐ Contractor / Trade ☐ Other

PLEASE READ BEFORE COMPLETING THIS APPLICATION

We do not offer credit — there are no net terms or invoiced billing on any account. Every purchase is paid in full at time of sale by cash, debit or credit card. We do not ship and we do not sell over the phone; all purchases are made in person at our Dallas counter. Applications are reviewed and approved or declined, typically within one week.

1. BUSINESS INFORMATION

LEGAL BUSINESS NAME

DBA / TRADE NAME (IF ANY)

PHYSICAL STREET ADDRESS

CITY

STATE

ZIP

BILLING ADDRESS (IF DIFFERENT)

CITY

STATE

ZIP

BUSINESS PHONE

WEBSITE

FEDERAL TAX ID / EIN

YEARS IN BUSINESS

BUSINESS TYPE

☐ LLC ☐ Corporation ☐ Sole Proprietor ☐ Partnership ☐ Other

TACL / CONTRACTOR LICENSE # (IF APPLICABLE)

2. PROPERTY INFORMATION

Multifamily & property management applicants

PROPERTY / COMMUNITY NAME

PROPERTY ADDRESS

TOTAL UNITS

MANAGEMENT COMPANY (IF DIFFERENT)

PROPERTIES ON THIS ACCOUNT

ON-SITE MAINTENANCE SUPERVISOR

3. CONTACTS

All three may be the same person

OWNER / PRINCIPAL — FULL NAME

TITLE

DIRECT PHONE

EMAIL ADDRESS

MAIN OFFICE CONTACT — FULL NAME

TITLE

PHONE / EXT.

EMAIL ADDRESS

ACCOUNTS PAYABLE — FULL NAME

TITLE

PHONE

EMAIL ADDRESS

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4. PURCHASING & ACCOUNT SETUP

EST. YEARLY REPAIR PART PURCHASES (AC & HEATING PARTS)

EST. YEARLY EQUIPMENT PURCHASES

WHERE DO YOU CURRENTLY PURCHASE HVAC SUPPLIES? (DISTRIBUTOR NAMES)

EQUIPMENT BRANDS AT YOUR PROPERTIES

HOW OFTEN DO YOU EXPECT TO PURCHASE?

- ☐ Several times per week ☐ Weekly ☐ A few times per month ☐ Occasionally

CHECK FOR YES

- ☐ Purchase order number required on every sale?
- ☐ Phone authorization required before purchase?
- ☐ Email a copy of every receipt?
- ☐ Tax exempt? (certificate must be on file)
- ☐ Put a credit card on file? (must be brought in once, in person)

IF YES, WHO ISSUES THE PO?

AUTHORIZATION PHONE NUMBER

EMAIL ADDRESS FOR RECEIPTS

SALES TAX EXEMPTION NUMBER

5. DOCUMENTS TO INCLUDE

Email to parts@otp-hvac.com

Check off what you are sending with this application. Missing documents are the most common reason an account sits unapproved.

- ☐ W-9 or other proof of business / Federal Tax ID
- ☐ Signed Texas sales tax exemption or resale certificate (required if claiming tax exempt)
- ☐ Copy of a valid Texas driver's license for each purchaser who will buy refrigerant
- ☐ Copy of EPA Section 608 certification for each purchaser who will buy refrigerant
- ☐ Sample purchase order or PO format, if your company requires one
- ☐ Property list, if this account will cover more than one location

ADDITIONAL INFORMATION

ANYTHING ELSE WE SHOULD KNOW — SPECIAL BILLING REQUIREMENTS, AFTER-HOURS CONTACTS, PARTS YOU USE OFTEN

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AUTHORIZED PURCHASERS

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6. AUTHORIZED PURCHASERS

Only these people may buy on this account

List everyone permitted to purchase on this account. The account holder is responsible for every purchase made by the people listed here. Additions and removals must be sent in writing to parts@otp-hvac.com by the owner or the main office contact — a request made by the purchaser at the counter is not sufficient. Check the last column for anyone who may charge to the account without a purchase order.

#	FULL NAME	TITLE / ROLE	CELL PHONE	EMAIL ADDRESS	MAY CHARGE
1					☐
2					☐
3					☐
4					☐
5					☐
6					☐
7					☐
8					☐
9					☐
10					☐
11					☐
12					☐
13					☐
14					☐
15					☐
16					☐

REFRIGERANT To buy refrigerant, we must have a copy of a valid Texas driver's license and EPA Section 608 certification on file for that specific purchaser. Email copies to parts@otp-hvac.com. Need more rows? Attach a second sheet.

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TERMS & STORE POLICIES

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7. TERMS & STORE POLICIES

Initial the four boxed items

1. No credit. Payment is due in full at the time of sale.

Open To Public HVAC Parts does not extend credit to any customer. There are no net-30 terms, no invoiced billing and no monthly statements. Every purchase is paid in full at the counter by cash, debit or major credit card.

INITIAL

2. No returns on electrical parts — no exceptions.

Capacitors, contactors, relays, control boards, transformers, ignitors, sequencers, pressure switches, gas valves, motors and all other electrical components are non-returnable once sold. We bench-test the failed part and verify fitment at the counter before you buy, at no charge — bring the old part or the equipment model number with you.

INITIAL

3. In-person purchases only. We do not ship and we do not sell over the phone.

All purchases are made in person at 10226 Plano Rd, Suite 104, Dallas, TX 75238, card present. This protects both of us against fraudulent charges. Payment by phone may be extended at the owner's discretion to established accounts with sufficient purchase history.

INITIAL

4. The account holder is responsible for every purchase made by a listed purchaser.

Only individuals named in Section 6 may buy on this account. It is the account holder's responsibility to notify us in writing when someone leaves the company or should no longer be able to charge to the account. We will keep honoring a listed purchaser until that written notice reaches us.

INITIAL

5. Free counter testing and troubleshooting.

We test parts and help identify the correct replacement at no charge. This is a courtesy service, not a warranty of the diagnosis — final part selection is the purchaser's responsibility. When a part number or equipment model number is supplied by the purchaser, it is recorded on the invoice as customer-provided.

6. Refrigerant.

A copy of a valid Texas driver's license and EPA Section 608 certification must be on file for each individual buying refrigerant. Email copies to parts@otp-hvac.com. No documents on file, no refrigerant sale.

7. Sales tax.

Texas sales tax is charged unless a valid signed exemption or resale certificate is on file before the purchase is rung up. Email a copy to parts@otp-hvac.com. Exemptions cannot be applied to invoices already written.

8. Account pricing.

Approved accounts receive tiered pricing based on purchase volume and frequency. Pricing attaches to the account rather than to an individual, is subject to change, and is not applied retroactively to past purchases. Quoted prices are good for 30 days unless stated otherwise.

9. Special orders and non-stock items.

Items we do not stock can usually be ordered. Lead time and freight vary by vendor and are quoted when the order is placed. Special-order items are non-returnable and may require prepayment.

10. Warranty.

Defective parts are handled under the manufacturer's warranty terms and require the original invoice. Warranty covers replacement of the part only — never labor, refrigerant, or consequential damage. Parts damaged by miswiring, improper installation or misapplication are not covered.

11. Approval and account standing.

Applications are reviewed and approved or declined, typically within one week. Submitting this application does not guarantee approval, and an account may be closed at our discretion.

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SIGNATURE & SUBMISSION

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8. ACKNOWLEDGEMENT & SIGNATURE

By signing below I certify that the information in this application is true and complete, that I am authorized to open this account on behalf of the business named above, and that I have read, understand and accept the Terms & Store Policies in Section 7 — including that Open To Public HVAC Parts does not offer credit, does not ship, and does not accept returns on electrical parts. I agree to notify Open To Public HVAC Parts in writing of any change to the authorized purchasers listed in Section 6.

SIGNATURE OF OWNER OR AUTHORIZED OFFICER

DATE

PRINTED NAME

TITLE

PHONE

EMAIL

☐

I agree to receive SMS messages from Open To Public HVAC Parts regarding parts, order updates and service alerts. Message and data rates may apply. Message frequency varies. Text HELP for help or STOP to unsubscribe. (Optional — not required for approval.)

HOW TO SUBMIT THIS APPLICATION

1. Email the completed application, signed, to parts@otp-hvac.com — or bring it in to the counter at 10226 Plano Rd, Suite 104, Dallas, TX 75238.
2. Attach everything you checked in Section 5. We cannot approve tax exempt status or refrigerant sales without those documents.
3. If you want a credit card kept on file, the cardholder must bring the card into the store one time in person to set it up.
4. We will review and respond, typically within one week. Questions? Call or text (214) 340-9421, Mon-Fri 10-7 or Sat 10-3.

FOR OFFICE USE ONLY

DATE RECEIVED

REVIEWED BY

PRICING TIER ASSIGNED

LIGHTSPEED CUSTOMER ID

DECISION

- ☐ Approved
☐ Declined

WHAT YOUR ACCOUNT GETS YOU AT THE COUNTER

Tiered account pricing

Pricing set by how much and how often you buy — applied automatically at the counter to anyone on your list.

Free testing & part matching

We bench-test capacitors, motors, contactors, boards and more at no charge, and match parts off the old unit or the model number so your tech does not make a second trip.

27,000+ items on the shelf

Parts for every major brand, Rheem / Ruud equipment, filters, tools, and nitrogen, oxygen and acetylene tank exchanges. Open Saturdays.