

**STEP
1**

ACCOUNT INFO QUESTIONNAIRE

The questionnaire is made up of 4 forms (Forms 1A, 1B, 1C & 1D). You can send the completed questionnaire via:

Email : support@cncfactory.com

Mail : 4021 West Chandler Ave., Santa Ana, CA 92704

1A FINAL ACCOUNT INFO

Please provide the following information below. Whatever you indicate here will supercede any previously submitted info.

Account name

Contact person 1

Contact person 2 (optional)

Primary phone

Alternate phone (optional)

Primary email

Alternate email (optional)

Email for invoices (if different from above)

Shipping address

Billing address

(if different from above)



1B PAYMENT AUTHORIZATION

Please provide your banking or credit card info for our file. Having these will expedite your purchasing of parts in the future. Provide at least one method. If providing more than one, tick the box to indicate your primary method of payment, which we will automatically use for all your orders. Should payment from your primary method not go through, we will use the secondary one.

You may rescind authorization or change your banking info at any time by emailing accounting@cncfactory.com.

ACH/ELECTRONIC CHECK

MAKE THIS MY PRIMARY PAYMENT METHOD

Checking Account Number

Routing Number

Name on Account

Account Type

Checking

Savings

Business

CREDIT CARD*

MAKE THIS MY PRIMARY PAYMENT METHOD

*Please note there will be a 3% charge for all credit card purchases

Visa

Mastercard

American Express

Discover

Name on Card

Card Number

Expiration Date

CVV

Zipcode

Billing Address

I authorize CNC Factory to charge/debit the account(s) indicated above for the goods/services corresponding to my order. I certify I am the authorized user of the account(s) above and acknowledge the 3% non-refundable fee for all credit card purchases.

Further, I agree to not hold CNC Factory responsible for any delays or loss of funds due to incorrect or incomplete information supplied by me or my financial institution or due to an error on the part of my financial institution depositing funds to my account.

Authorized Representative Signature

Date Signed

1C SOFTWARE SELECTION (FOR ROUTER MACHINES ONLY)

*If you are **NOT** purchasing a router, skip this part and proceed to the next page>>
Your non-router machine will already have its necessary software pre-installed.*

Which software do you prefer for your CNC Router?

SELECT ONE

KCD (6-month trial version)

If you select this, we will send a separate email to check if you qualify for the KCD CNC Commander software trial. We will then connect you with KCD and send you their software license. KCD representatives will help you with installation and software training. This entire process takes about 3-4 weeks.

VCarve Pro (lite version)

If you select this, the software will be pre-installed into your machine. You may learn how to use VCarve Pro via www.vectric.com/support. If you need one-on-one training, we may recommend 3rd party trainer services for an additional fee.

Mozaik (lite version)

If you select this, the software will be pre-installed into your machine. You may learn how to use Mozaik via www.mozaiksoftware.com/mozaik-tv.

I prefer to use my own software

What will you use?

We may need to send you a post-processor and instructions on how to integrate your software with the CNC Factory machine.

1D DELIVERY INFO

Please answer the following questions and elaborate if needed. Note that we will **not** be able to ship your machine until we receive all the information below.

1. Deliver the machine to: (Choose one)

My company

A rigging company

Verify shipping address:

IMPORTANT: If unloading the machine yourselves, you will need a forklift. Your machine weight will be available at **Step 2: Pre-install Checklist**. Also, forklift extensions need to be at least 8-10 ft long.

2. Where is your loading/unloading zone? Provide instructions (or alternatives if none)

3. What are the days and hours of operation for loading/unloading? (include weekends if available)

4. Any additional information we should know for delivery?

Thank you for completing this questionnaire. Please send back to CNC Factory and make sure your designated contact acknowledges receipt of your submission.