



# NIGHT VISION GUYS

YOUR VISION EMPOWERED!

## Dealer FAQ

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### ***How do I become a dealer or distributor?***

First we need a copy of the resale certificate or FFL (Federal Firearms License). Fill out and e-mail back the Export Compliance & Dealer/Distributor forms available for download (<http://www.nightvisionguys.com/become-a-dealer>) or sent to you by your account manager.

### ***How do I order items?***

Please provide an electronic copy of all purchase orders by sending to e-mail address below. You can use our purchase order form or your own. Please be sure to indicate the part number of each item you are ordering to avoid confusion: [sales@nightvisionguys.com](mailto:sales@nightvisionguys.com)

We require an electronic copy of all orders so that they can be archived. Orders may also be faxed to us, but e-mails with the PO as an attachment are preferred.

### ***What if I don't have a purchase order?***

We can provide you with a purchase order template if needed.

### ***How long does it take to process an order?***

Order processing & assembly time varies depending on a product. Please check with us if time is of the essence.

### ***What if the item is backordered?***

If the item is backordered, you will be notified and given an estimated in-stock date.

### ***Do I get a tracking number?***

Tracking numbers are automatically generated and sent to the notification e-mail provided to us once the unit has shipped.

### ***Who are my account managers?***

Your account manager is Felix Teper.

**Felix Teper**  
Account Manager | Night Vision Guys LLC  
25A Crescent Dr, PMB 314  
Pleasant Hill | CA | 94523

Direct (347) 746-6810 |  
(877) 319-0326 |  
[sales@nightvisionguys.com](mailto:sales@nightvisionguys.com) |  
<http://www.nightvisionguys.com>

### ***How can I pay?***

Please refer the Standard Terms & Policies in your Dealer Program.

### ***How do I return an item?***

If you need a Return Merchandise Authorization (RMA), please contact our customer service department at (877) 319. 0326.