

CUSTOMER / SALES / SUPPLIERS DUE DILIGENCE CHECKLIST

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This checklist contains documents and information related to customers, sales, and suppliers that a seller might request from a buyer.

CUSTOMER / SALES / SUPPLIERS	OWNER	COMPLETE?	DATE OF COMPLETION	NOTES
Issues that may cause customers to leave (including the potential buyer)				
Top customers and revenues				
Customer satisfaction				
List of customers lost within 3-5 years				
Customer credit policies				
Customer backlog				
Order book				
Concentration risks				
Sales pipeline				
Supply chain				
Warranty issues				
Sales terms and policies				
Levels of exchanges and refunds				
Sales compensation				
Seasonality of revenue				
Key suppliers				
Breakdown of cost of goods sold				
Product development expense				
Supplier service agreements and insurance coverage				

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