



Account & Vendor Handoff Checklist

Connected Accounts, Vendor Contacts, Licenses, Keys & Codes -- Fill-In Workbook

Part 2 of 2 -- An Apex Inventory Service resource for c-store and fuel-center owners preparing a sale or ownership transfer.

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Two-part set -- companion download

- This is one of a two-part set from Apex Inventory Service. If you also need the financials / records / due-diligence workbook, download the companion: Apex Selling-Your-Store Prep Checklist -- apexinventoryservice.com/resources/prepare-convenience-store-for-sale/

Why this workbook exists

A modern c-store is a web of dozens of third-party accounts -- internet, alarm, fuel, lottery, processor, back-office software, coffee program, propane cage, the air machine out front. If even one is missed, the new owner walks into a store that won't ring a sale, can't pump fuel, or loses a state license. Use this workbook to write down every account, every login, every contact, every contract end date before you close. Fill out one block per vendor. If a vendor isn't listed, add it in Section M.

For every account, capture

- For every account, capture the same things: 1) Vendor / company name, 2) Account number (or merchant ID, customer ID, site ID), 3) Login / portal credentials -- or note 'transfer credentials at closing', 4) Primary contact (name, phone, email), 5) Contract term + renewal or cancellation date + early-termination fee, 6) Monthly cost (or per-transaction rate), 7) Transfer process -- does the account assign to the buyer, or must the buyer open a new one? Who initiates the call?

How to use this workbook

- Walk the store with a clipboard. Look at every sticker, every router, every receipt, every wall-mounted box -- each one is usually a vendor.
- Pull the last 3 months of bank and credit-card statements. Every recurring charge is a vendor that belongs on this list.
- Pull the last 3 months of mail. Many vendor invoices still come on paper.
- Keep a 'Master Credentials' spreadsheet alongside this checklist. Do not email passwords -- hand them over in person or via a password manager export at closing.
- Flag any vendor or lender obligation that's backed by a personal guarantee. PGs generally do not transfer simply because the underlying contract is assigned to a buyer -- the seller typically stays personally liable until the guaranteeing party (lender, fuel supplier, landlord, etc.) signs a written release. Inventory every PG early and ask your attorney to negotiate releases as part of the closing.

A. Connectivity & IT

A.1 Primary Internet / ISP

Vendor: _____ *Comcast Business, Spectrum, Ziply, CenturyLink, Lumen*

Account #: _____

Circuit / Service ID: _____

Static IP(s): _____

Modem / ONT location in store: _____

Login (portal): _____

Primary contact: _____

Phone: _____ & email _____

Contract term & end date: _____

Early-termination fee: _____ \$

Monthly cost: _____ \$

Transfer process: _____

A.2 Backup Internet / Cellular Failover

Vendor: _____ *Cradlepoint, Inseego, T-Mobile Biz, Verizon LTE*

Device serial / IMEI: _____

Account #: _____

SIM / line phone #: _____

Login: _____

Primary contact: _____

Contract end: _____

Monthly cost: _____ \$

Transfer process: _____

Note. Cellular failover is widely treated as a PCI-DSS best practice for c-store/fuel sites and is required by many processors. Confirm failover actually works before closing.

A.3 Managed IT / Network Provider

Vendor: _____

Account #: _____

Services covered: _____ *firewall, switch, Wi-Fi, helpdesk, patching*

Login / RMM portal: _____

Primary contact: _____

Contract end: _____

Monthly cost: _____ \$

Transfer process: _____

A.4 Firewall / PCI Network Segmentation Vendor

Vendor: _____ *Hughes, Acumera, Cybera, ControlScan, Netsurion, Mako*
Site ID / account #: _____
Firewall model & serial: _____
Login: _____
Primary contact: _____
Contract end: _____
Monthly cost: _____ \$
Transfer process: _____

Critical. *This is the device that keeps the POS network PCI-DSS-compliant. The buyer's card-brand and processor agreements will almost certainly require this segmentation in place from day one -- get the buyer in front of the firewall vendor early to confirm the cutover plan.*

A.5 PCI Compliance / ASV Scanning Vendor

Vendor: _____ *Trustwave, ControlScan, SecurityMetrics, Bluefin*
Merchant / account #: _____
Login: _____
Last successful scan / SAQ date: _____
Primary contact: _____
Annual / monthly cost: _____ \$
Transfer process: _____

A.6 Phone / VoIP / Fax

Vendor: _____ *RingCentral, Vonage, Ooma, CenturyLink POTS*
Account #: _____
Main store phone #: _____
Fax #: _____ *if used for age-restricted product orders or lottery*
Login: _____
Primary contact: _____
Contract end: _____
Monthly cost: _____ \$
Transfer process: _____ *number porting?*

Note. *The store phone number can be a meaningful business asset. If the buyer wants to keep it, the phone number should be specifically listed in the asset schedule of the purchase agreement and ported to the buyer's new carrier; coordinate this with your attorney and the new carrier well before closing.*

B. Security & Surveillance

B.1 Burglar / Intrusion Alarm Monitoring

Vendor: _____ *ADT, Sonitrol, Stanley/Securitas, Vector, local*

Account / site #: _____

Master code / installer code: _____

Passcode / verbal password for false-alarm callback: _____

Primary contact: _____

Contract end: _____

Monthly cost: _____ \$

Transfer process: _____

B.2 Panic / Hold-Up Alarm

Same vendor as B.1?: _____ *Yes / No*

Vendor: _____

Panic button locations: _____

Test schedule / last test date: _____

B.3 Fire Alarm Monitoring (separate from sprinkler inspection)

Vendor: _____

Account #: _____

Primary contact: _____

Contract end: _____

Monthly cost: _____ \$

Transfer process: _____

B.4 Video Surveillance / DVR / NVR

Camera brand & model: _____ *March, DTT, Hikvision, Dahua, Avigilon, 3xLOGIC, Envysion*

DVR/NVR location: _____

Login: _____ *local + remote/cloud*

Number of cameras: _____

Retention days: _____

Vendor / installer contact: _____

Service contract end: _____

Monthly cost: _____ \$

Transfer process: _____

Note. Confirm cameras cover all required angles for the buyer's lottery and tobacco licensing.

B.5 Access Control / Safe / Smart Safe

Safe brand & model: _____ *Tidel, FireKing, Loomis SafePoint, Brink's CompuSafe*
Combination / digital code: _____
Cash-in-transit / armored car vendor: _____
Account #: _____
Pickup schedule: _____
Primary contact: _____
Contract end: _____
Monthly cost: _____ \$
Transfer process: _____

C. POS & Forecourt

C.1 POS Software / Back-Office (Petrosoft CStoreOffice, PDI, etc.)

Software: _____
License / customer #: _____
Site ID / store #: _____
Admin login: _____
Support contract end: _____
Monthly cost: _____ \$
Vendor support contact: _____
Transfer process: _____

Note (Petrosoft CSO). *Petrosoft CSO licenses are typically tied to the customer account, not the physical store -- transferring service to a new owner generally requires Petrosoft account-team involvement, so do not assume the login simply goes with the store. Schedule the transfer call at least 30 days before closing.*

C.2 POS / Forecourt Controller (Passport, Commander, Ruby2, etc.)

System: _____ *Gilbarco Passport, Verifone Commander/Ruby2, NCR Radiant, NRS*
Software version: _____
Site / store ID: _____
Manager passwords: _____ *SYS_ADMIN, MANAGER, etc.*
Helpdesk / TAC support contract: _____ *Gilbarco GOLDSm, Verifone Premier*
Support contract end: _____
Monthly / annual cost: _____ \$
Transfer process: _____

Critical. *Site-specific PINs, fuel grade configuration, tax rates, department mapping, and price book data live on this system. Document a full backup the day before closing.*

C.3 POS Hardware (Registers, Scanners, Printers, Pin Pads)

Number of lanes: _____
Register model(s) & serial #s: _____
Scanner model(s): _____
Pin pad model(s): _____ Verifone MX915, Ingenico iSC250
Owned or leased?: _____ If leased, lessor: _____
Vendor / reseller contact: _____
Maintenance contract end: _____
Monthly cost: _____ \$

C.4 Fuel Dispensers

Dispenser brand & model: _____ Gilbarco Encore 700/S, Wayne Ovation/Helix, Bennett, Tokheim
Number of dispensers / fueling positions: _____
EMV-compliant?: _____ Yes / No -- huge liability flag if no
Last service vendor / ASC: _____
Service contract end: _____
Maintenance cost: _____ \$

C.5 ATG / Tank Monitoring (Veeder-Root, Franklin Fueling)

ATG console model: _____ TLS-350, TLS-450PLUS, Franklin Colibri
Console IP / login: _____
Compliance reporting vendor: _____ if outsourced
State UST / environmental agency facility ID: _____
Last passing tank test / line leak test date: _____
Service contract end: _____
Monthly cost: _____ \$

Critical. UST ownership changes must be reported to your state environmental agency (Oregon DEQ, Washington Ecology, Idaho DEQ, California SWRCB / local CUPA). Notice windows, transfer forms, and financial-responsibility documentation vary by state -- confirm the current requirements with your agency well before closing. Mishandling a UST transfer can create environmental liability for both seller and buyer; have your attorney review.

C.6 Stage II Vapor Recovery / Underground Storage Compliance

Vendor (if separate): _____
Last test date: _____
Documentation location: _____

C.7 Price Sign / Digital Pole Sign

Vendor: _____ DSA Signage, Skyline, Daktronics, Itrans
Account #: _____
Login: _____ price-change portal
Service contract end: _____
Monthly cost: _____ \$
Transfer process: _____

D. Payments & ATM

D.1 Card Processor / Merchant Services (Inside Store)

Processor: _____ *Worldpay, Heartland, Elavon, Fiserv/First Data, Chase Paymentech, TSYS*

Merchant ID (MID): _____

DBA on statements: _____

Login: _____

Rep / relationship manager: _____

Contract end / early-termination fee: _____ \$

Effective rate (last statement): _____ %

Monthly cost / fees: _____ \$

Transfer process: _____

Flag. *Most merchant contracts do NOT transfer -- the buyer must open a new MID. Schedule this 45+ days out so they can underwrite in time.*

D.2 Card Processor -- Fuel / Forecourt (often separate MID)

Processor: _____

Merchant ID: _____

Network host: _____ *Concord, Buypass, Heartland, NBS*

Effective rate: _____ %

Contract end: _____

Transfer process: _____

D.3 Payment Gateway / Tokenization

Vendor: _____ *Bluefin, Shift4, Freedompay*

Account #: _____

Login: _____

Monthly cost: _____ \$

Transfer process: _____

D.4 ATM

Owned by store or placement company?: _____ *Owned / Placement*

ATM brand / model / serial: _____

Processor: _____ *Cardtronics, Columbus Data, Switch Commerce, Genmega*

Terminal ID: _____

Login: _____

Cash loading: _____ *Owner-loaded / Armored (vendor:)*

Surcharge: _____ \$

Monthly revenue avg: _____ \$

Contract / placement agreement end: _____

Transfer process: _____

E. Fuel & Branded Programs

E.1 Fuel Supplier / Jobber

Supplier: _____

Account #: _____

Delivery contact / dispatcher: _____

Supply contract end & minimum gallon commitment: _____

Unbranded or branded?: _____

Pricing method: _____ rack + differential, DTW, posted

Transfer process: _____

Critical. Many supply contracts include personal guarantees, gallon minimums, and assignment restrictions. Have your attorney review before signing the sale agreement.

E.2 Branded Fuel / Image Agreement

Brand: _____ Shell, Chevron, 76, Marathon, BP, Sinclair, ExxonMobil

Brand contract / image agreement end: _____

Remaining brand-related rebates / image-fund obligations: _____ \$

Brand contact / territory rep: _____

Transfer process: _____ re-imaging required? brand approval of buyer?

Critical. Major-brand agreements almost always require brand approval of the new owner and may trigger a re-imaging requirement (tens of thousands of dollars). Branded fuel relationships are also governed by federal law (PMPA) and any applicable state franchise/dealer statutes, which have their own notice and termination rules. Loop your attorney in early.

E.3 Loyalty / Fuel Discount Program

Program: _____ Shell Fuel Rewards, Chevron Techron Advantage, branded co-op

Account #: _____

Login: _____

Transfer process: _____

F. Lottery, Tobacco, Money Services, EBT

F.1 State Lottery

State lottery commission contact: _____

Retailer / license #: _____

Terminal serial #: _____

Online games + scratch ticket inventory on hand at closing: _____

License transfer process & timing: _____

Critical. In Apex's service area (OR, WA, ID, CA), lottery retailer licenses generally do not transfer -- the buyer typically has to apply for a new retailer agreement and may need to pass a background check before games can resume. Confirm the current process directly with your state lottery commission and plan around the gap.

F.2 Tobacco Scan-Data / Manufacturer Programs

Altria (Marlboro) account #: _____

Altria rep: _____

RJ Reynolds / RAI account #: _____

RJR rep: _____

ITG Brands account #: _____

Swedish Match / nicotine pouch programs: _____

Scan-data submission vendor: _____ MSA

Monthly rebate value (last 3 mo avg): _____ \$

Transfer process: _____

F.3 State / Local Tobacco / OTP License

State license #: _____

Local (city/county) tobacco-retailer permit #: _____

Federal PACT Act registration (if applicable): _____

Expiration(s): _____

Transfer process: _____

Note. Tobacco / OTP licensing is typically multi-layered: state + local + federal PACT Act where applicable. Transfer rules and renewal cycles vary at every layer -- the buyer should expect to file fresh applications at the state and local level.

F.4 Liquor / Beer & Wine License

State license #: _____

Expiration: _____

Transfer process & timing: _____

Critical. Liquor-license transfers commonly take several months. In Oregon, OLCC's published guidance and recent operator experience generally point to 60-90+ days; complicated files can run longer. WSLCB, ISP/ABC, and California ABC have their own timelines -- none are quick. Start the application as early as the agency allows and confirm current processing times directly with the agency.

F.5 EBT / SNAP

FNS # (USDA Food and Nutrition Service authorization): _____

USDA FNS contact: _____

Transfer process: _____

Critical. FNS SNAP authorization is issued to a specific owner and does not transfer. The buyer must apply for their own authorization through USDA Food and Nutrition Service. Real-world timing varies and can take longer than published estimates -- confirm current expected processing time directly with FNS and build a buffer into the closing schedule.

F.6 WIC Authorization (if applicable)

WIC vendor #: _____

State WIC contact: _____

Transfer process: _____

F.7 Money Order / Wire / Bill Pay

Western Union agent ID: _____
Western Union contact: _____
MoneyGram agent ID: _____
Money order issuer: _____ *MoneyGram, Western Union, US Postal*
Check cashing vendor (if any): _____
Bill pay: _____ *Fidelity Express, CheckFreePay*
Contract ends: _____
Transfer process: _____

F.8 Age-Verification / ID Scanner

Vendor: _____ *IDLogix, Intellicheck, TokenWorks*
Login: _____
Monthly cost: _____ \$

G. Site Services & Utilities

G.1 Electric

Utility: _____
Account #: _____
Deposit on file: _____ \$
Avg monthly: _____ \$
Transfer process: _____ *final bill date, deposit*

G.2 Natural Gas / Propane (building heat)

Utility: _____
Account #: _____
Deposit on file: _____ \$
Avg monthly: _____ \$
Transfer process: _____

G.3 Water / Sewer / Storm

Utility: _____
Account #: _____
Deposit on file: _____ \$
Avg monthly: _____ \$
Transfer process: _____

G.4 Trash / Waste Hauling

Vendor: _____
Account #: _____
Pickup schedule: _____
Contract end: _____
Monthly: _____ \$
Transfer process: _____

G.5 Grease Trap / Used Cooking Oil

Vendor: _____
Pickup schedule: _____
Contract end: _____
Cost / rebate: _____ \$

G.6 Pest Control

Vendor: _____
Account #: _____
Service frequency: _____
Contract end: _____
Monthly: _____ \$

G.7 Landscaping / Lawn / Snow Removal / Sweeping

Vendor: _____
Services & schedule: _____
Contract end: _____
Monthly: _____ \$

G.8 Parking Lot Striping / Asphalt / Window Cleaning

Vendor(s): _____
Last service date: _____

G.9 HVAC Maintenance

Vendor: _____
Service contract end: _____
Cost: _____ \$

G.10 Fire Suppression / Hood Cleaning / Extinguisher Inspection

Vendor: _____
Last inspection date: _____
Annual cost: _____ \$

G.11 Refrigeration / Walk-In Cooler Service

Vendor: _____
Service contract end: _____
Cost: _____ \$

G.12 Car Wash (if applicable)

Equipment brand: _____ *Ryko, PDQ, Belanger, Sonny's*
Service vendor: _____
Chemical supplier: _____
Chemical account #: _____
Software / payment terminal vendor: _____
Wash club / membership program platform: _____
Contract ends: _____
Costs: _____ \$

G.13 Air & Vacuum / Tire Inflation

Vendor: _____ *AirServ, J.E. Adams*
Revenue share or flat fee: _____
Contract end: _____

G.14 Propane Exchange Cage

Vendor: _____ *Blue Rhino / AmeriGas / Ferrellgas / U-Haul*
Account #: _____
Pricing & restock cadence: _____
Contract end: _____

G.15 Bagged Ice / Ice Merchandiser

Vendor: _____ *Reddy Ice, Arctic Glacier, local*
Owned or vendor-placed freezer?: _____
Contract end: _____

G.16 Firewood / Seasonal Merchandisers

Vendor: _____

G.17 Signage (Pole Sign / Monument / Building / Window Graphics)

Vendor: _____
Last service / repair contact: _____
Lease vs. owned: _____

Watch-out. *Utility deposits can add up to thousands of dollars. They may be refundable to you or assigned to the buyer -- varies by utility. Account for them on the closing statement. Some rural utilities take 2-4 weeks to transfer service.*

H. Beverage & Foodservice Programs

H.1 Carbonated Beverage / Fountain

Supplier: _____ *Coca-Cola, Pepsi, Dr Pepper Snapple*

Account #: _____

Equipment owner: _____ *usually supplier -- flag at closing*

Marketing / funding agreement end: _____

Rebate / volume commitment: _____

Rep contact: _____

H.2 Coffee / Cappuccino / Hot Beverage Program

Vendor: _____ *S&D Coffee, Farmer Bros., Java Trading, Boyd's, BUNN*

Equipment owned or placed?: _____

Contract end: _____

Monthly: _____ \$

H.3 Frozen Beverage (Slushie / ICEE / FCB)

Vendor: _____ *ICEE, FBD, Cornelius*

Equipment ownership: _____

Contract end: _____

H.4 Snack / DSD Vendors (Direct Store Delivery)

Frito-Lay rep: _____

Hostess / Bimbo rep: _____

Local bakery rep: _____

Bottled water / energy drink reps: _____

H.5 Hot Food / Roller Grill / Pizza / Hunt Brothers / Krispy Krunchy

Program: _____

Franchise / licensing fee: _____ \$

Equipment owner: _____

Contract end & transfer process: _____

H.6 Commissary / Fresh Food Delivery

Vendor: _____

Delivery schedule: _____

Contract end: _____

I. Software & Digital

I.1 Back-Office / Accounting Software

Petrosoft CStoreOffice: _____ see C.1

QuickBooks / Xero / other: _____

Login: _____

Subscription cost: _____ \$

Renewal date: _____

I.2 Payroll / Scheduling / Time-Clock

Vendor: _____ *Gusto, ADP, Paychex, Homebase, When I Work, 7shifts*

Account #: _____

Login: _____

Renewal & cost: _____

I.3 Email / Domain / Website Hosting

Domain registrar: _____ *GoDaddy, Namecheap, Google Domains/Squarespace*

Domain expiration: _____

Email host: _____ *Microsoft 365, Google Workspace*

Website host / platform: _____

All admin logins: _____

I.4 Google Business Profile / Yelp / Maps Listings

GBP login: _____ *the Google account that owns it*

Yelp / Apple Maps / Bing Places logins: _____

Critical. *Transferring GBP ownership requires the seller to add the buyer as Owner first, then the buyer accepts and seller removes themselves. Do this BEFORE the seller loses access to that email account.*

I.5 Social Media Accounts

Facebook page: _____

Facebook page admin email: _____

Instagram: _____

TikTok / X / Nextdoor: _____

Critical. *Facebook pages are tied to a personal Facebook account -- add the buyer as Admin before closing, then have them remove the seller.*

I.6 Loyalty / Rewards / Mobile App

Vendor: _____ *Paytronix, Punchh, Stuzo Open Commerce, FuelMe, branded*

Account #: _____

Login: _____

Contract end & cost: _____

I.7 Price Book / Scan-Data / Item File Service

Vendor: _____ *Petrosoft, Pinnacle PDI, Spinx, RetailPro, MSA*
 Login: _____
 Cost: _____ \$
 Renewal: _____

Note (Apex's wheelhouse). Make sure parent-child item relationships, department structure, and tax flags are documented before the buyer takes over. A clean price book is one of the most valuable assets a buyer inherits.

I.8 Online Ordering / Delivery (DoorDash, Uber Eats, Grubhub)

Store ID + login (each platform): _____
 Commission rate: _____
 Transfer process: _____

I.9 Review / Reputation Tools (Birdeye, Podium, etc.)

Vendor & login: _____

I.10 Background Music / Audio Licensing

Vendor: _____ *Mood Media, Pandora for Business, SiriusXM Music for Business*
 Performance rights (ASCAP / BMI / SESAC / GMR): _____
 Account #s: _____
 Monthly cost: _____ \$

J. Leased / Placed Equipment (Owned by Someone Else)

Walk the store and list every piece of equipment the store does NOT own outright. These are the assets a buyer can't sell, can't move, and may have to renegotiate.

Equipment	Owner / Vendor	Contract End	Monthly Cost	Transfers?
Beverage coolers (Coca-Cola / Pepsi)				
Beer coolers (distributor-placed)				
Ice merchandiser				
Propane cage				
ATM				
Air & vacuum machine				
Fountain / frozen-beverage equipment				
Coffee equipment				
Roller grill / pizza oven				
Lottery terminal				

Equipment	Owner / Vendor	Contract End	Monthly Cost	Transfers?
Card readers / pin pads (if leased)				
Surveillance system (if financed/leased)				
Digital price sign				
Music / TV system				
Other:				
Other:				
Other:				

K. Insurance & Professional Services

K.1 Commercial Insurance (General Liability, Property, UST Pollution)

Broker / agent: _____
 Carrier: _____
 Policy #: _____
 Renewal: _____
 Annual premium: _____ \$
 Transfer process: _____

K.2 Workers' Comp

Carrier: _____
 Policy #: _____
 Renewal: _____
 Premium: _____ \$

K.3 Accountant / Bookkeeper

Firm: _____
 Primary contact: _____
 Final-year tax filing plan: _____

K.4 Attorney

Firm: _____
 Primary contact: _____

K.5 Bank / Operating Account

Bank: _____

Account #: _____

Banker contact: _____

Note. Do not close accounts until all ACH (utilities, processor deposits, vendor pulls) have re-routed to the buyer.

L. Keys, Codes & Physical Handoff

L.1 Walk through each at handoff and confirm count

Front door / back door keys: _____ # of copies

Safe combination(s): _____

Alarm codes (master + employee): _____

Lottery terminal key: _____

Cigarette case / OTP cabinet keys: _____

Dispenser door keys: _____

Tank fill cap keys: _____

Cooler / freezer keys: _____

Manager office key: _____

File cabinet keys: _____

DVR / network rack key: _____

M. Add-Your-Own

If you have a vendor or recurring charge that doesn't fit anywhere above, write it here. Use the same six fields. Repeat as needed.

M.1

Vendor: _____

Account #: _____

Login: _____

Contact: _____

Contract end & cost: _____

Transfer process: _____

M.2

Vendor: _____

Account #: _____

Login: _____

Contact: _____

Contract end & cost: _____

Transfer process: _____

M.3

Vendor: _____

Account #: _____

Login: _____

Contact: _____

Contract end & cost: _____

Transfer process: _____

M.4

Vendor: _____

Account #: _____

Login: _____

Contact: _____

Contract end & cost: _____

Transfer process: _____

M.5

Vendor: _____

Account #: _____

Login: _____

Contact: _____

Contract end & cost: _____

Transfer process: _____

M.6

Vendor: _____

Account #: _____

Login: _____

Contact: _____

Contract end & cost: _____

Transfer process: _____

Companion download

- Companion: Apex Selling-Your-Store Prep Checklist --
apexinventoryservice.com/resources/prepare-convenience-store-for-sale/

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