

## ACCOUNT APPLICATION FORM

Please ensure to fill out this form entirely using BLOCK CAPITALS and a BLACK PEN. Any missing information may delay the application.

BUSINESS DETAILS REQUIRED TO SET UP THE ACCOUNT		TYPE OF ACCOUNT REQUIRED (TICK ONE)		
Name of Postmaster		CASH ACCOUNT <input type="checkbox"/>	THIS WILL REQUIRE A PAYMENT WHEN YOU PLACE YOUR ORDER (CHEQUE, DEBIT/CREDIT CARD, DIRECT TRANSFER)	
Post Office Name				
Other/Trading As Name		CREDIT ACCOUNT <input type="checkbox"/>	THIS WILL ALLOW YOU TO PLACE ORDERS AND THEN PAY WITHIN 30 DAYS	
Address 1				
Address 2		NFSP MEMBERSHIP NUMBER (IF APPLICABLE)		
Address 3				
Postcode		OTHER STAFF MEMBERS ALLOWED TO ORDER		
Telephone No (Landline)		(1)		
Telephone No (Mobile)		(2)		
Fax No				
E-mail Address				
DELIVERIES - IF YOU REQUIRE AN ALTERNATE DELIVERY ADDRESS, PLEASE CONTACT US.				
IF YOU ARE A SOLE TRADER, PARTNERSHIP OR OTHER TYPE OF BUSINESS, PLEASE FILL IN THE REQUIRED DETAILS BELOW IF YOU ARE A LIMITED COMPANY, PLEASE GO TO THE NEXT SECTION				
Home Address 1		SOLE TRADER <input type="checkbox"/>	PARTNERSHIP <input type="checkbox"/>	
Home Address 2		OTHER (Please Specify) <input type="checkbox"/>		
Home Address 3		WE REQUIRE A UTILITY/COUNCIL BILL SHOWING THE ACCOUNT HOLDERS PERSONAL NAME & ADDRESS DATED WITHIN THE LAST 3 MONTHS <input type="checkbox"/>		
Home Postcode				
Contact Telephone No		VAT Reg No (if applicable)		
IF YOU ARE A LIMITED COMPANY, PLEASE FILL IN THE REQUIRED DETAILS BELOW				
Reg Office Address 1		Period of Trading	< 2 Years <input type="checkbox"/>	
Reg Office Address 2			2 to 5 Years <input type="checkbox"/>	
Reg Office Address 3		5 to 10 Years <input type="checkbox"/>		
Reg Office Postcode		>10 Years <input type="checkbox"/>		
		Company Registration No		
		VAT Reg No (if applicable)		
PLEASE PROVIDE TWO TRADE REFERENCES (INCLUDING SPECIFIC CONTACT'S DETAILS & ANY UNIQUE ACCOUNT NUMBERS)				
TR1 - BUSINESS NAME		ANY CONTACT NAME		
ADDRESS 1			TELEPHONE NUMBER	
ADDRESS 2				UNIQUE ACCT NUMBER
POSTCODE				
TR2 - BUSINESS NAME		ANY CONTACT NAME		
ADDRESS 1			TELEPHONE NUMBER	
ADDRESS 2				UNIQUE ACCT NUMBER
POSTCODE				

THIS FORM MUST BE SIGNED BY THE BUSINESS OWNER OR IN THE CASE OF A COMPANY, BY A DULY AUTHORISED SIGNATORY.

IF YOU HAVE ANY QUESTIONS ABOUT ANY OF OUR TERMS & CONDITIONS, PLEASE ENSURE TO ASK US BEFORE RETURNING THIS FORM.

I/We hereby confirm that we have read, understood and acknowledge the "Terms & Conditions of Sale for IPS Retail ref. IPSTC110516" shown overleaf and agree to abide by them.

I/We also confirm that we will be fully responsible for orders placed by those people listed in the "Other Staff Members Allowed To Order".

Date: \_\_\_\_\_ Signed: \_\_\_\_\_ Name Printed: \_\_\_\_\_ Position: \_\_\_\_\_

## Terms & Conditions of Sale for IPS Retail ref. IPSTC110516

### OPENING AN ACCOUNT

Opening an account is a straight-forward process. Please fill in the "ACCOUNT APPLICATION FORM" on the other side of this page and send it back to us. Please remember to fill in all the requested details on the form and ensure that you have signed and dated it. If any of the details are missing, please note that this could result in a delay or even a refusal in the processing of your application. If you are a member of the National Federation of Subpostmasters (NFSP), please ensure to put your current Membership Number or FAD Code in. Please ensure that you have selected whether you are applying for a "Cash" account (payment required on order) or a "Credit" account (payment on agreed terms). If you would like to give authority to other people/staff members to contact us on your behalf, please ensure that their names are clearly written on the form. Please remember that you will then be fully responsible for any orders/contact that these nominated people place/have with us. Once the form has been received back, if you have applied for a "Credit" account, we will carry out the usual checks to ensure credit worthiness. If you are successful in opening an account with us, you will be allocated a unique Account Number. Please quote this number whenever you contact us. You will then be able to place orders with us in a number of ways. See PLACING AN ORDER below. If you are successful in opening a "Credit" account with us, you will automatically be given 30-day terms for your first and subsequent orders subject to there being no outstanding queries on your account. For the avoidance of doubt, the 30-day credit period starts from the date of invoice which is raised on the date that an order is placed. For details on payments, please refer to PAYMENT below.

### PLACING AN ORDER

You can place an order by Post, Phone, Fax, E-mail or through the Internet. From time to time, we will produce leaflets and prices lists for the ranges of products that we sell. If you are a current and active account holder, you will be automatically notified when a new leaflet/brochure is released. It is very important to note that prices for the same product may vary from one leaflet, promotion or period of time to another. Please therefore ensure that you check the current prices for any products that you wish to order before finally confirming your order. If at any time you would like a copy of our current/latest price list/brochure/leaflet, please call us on 01923 639800.

#### Ordering By Post

Please complete our pre-printed Order Form and post it back to us at IPS Retail, Unit C, 126 Rickmansworth Road, Watford, Herts. WD18 7WR.

#### Ordering By Phone

You can call on "01923 639800" between the hours of 9.00am to 5.30pm Monday to Friday and place an order over the phone. Outside these hours, please feel free to leave a message on our answering service and a representative will call you back as soon as possible.

#### Ordering By Fax

You can complete our pre-printed Order Form and FAX IT TO "01923 639888".

#### Ordering By E-mail

You can send an E-MAIL TO "[sales@ipsretail.co.uk](mailto:sales@ipsretail.co.uk)" with your order, account number and postcode and a contact telephone number. A customer services representative will then call you back to confirm your details before the order is processed.

#### Ordering By Internet

You can sign up to order online through [www.ipsretail.co.uk](http://www.ipsretail.co.uk). Please contact us for further details.

We try to ensure that we have adequate stock levels of all our products at all times. However, in the event that something is out of stock when placing your order, we will advise you accordingly and give you an estimated delivery date. As a general policy, if we are out of stock of an item that you require, we will not put it on back order. Instead, we will give you an estimated delivery date and once in stock, we will contact you to see if you wish to proceed with ordering the item on a new order.

Please note that every effort is made to prevent any printing errors on all our printed literature. However, should one occur, we will advise you when ordering and then proceed with the correct information. As an example, RRP's quoted are suggested retail prices only and are based on both the prices indicated by the manufacturer and the prices of equivalent products that may be available. They may not be the prices that are actually being paid in your particular area.

It is our Company Policy that we will not disclose any information that you provide to us to any third party without first contacting you. We may however, send you details of new products and promotions that we may ourselves be selling or holding in the future. If you do not wish to hear about these, then please tick this box.

### TERMS & CONDITIONS

IPS Retail is a division of Imported Packaging Solutions Limited (hereafter referred to as "IPS"). Below are IPS' abbreviated terms & conditions of sale. All orders placed through IPS or any of its divisions are subject to IPS' full terms and conditions of sale, a copy of which can be requested by phoning customer services on 01923 639800. In placing an order with IPS, the Customer (hereafter may also be referred to as "you") is agreeing to be bound by these and its full terms and conditions of sale.

### PAYMENT

If the Customer has a "Cash" account with IPS, payment/cleared funds in IPS' bank account are required in advance of any goods being sent out. If the Customer has a "Credit" account with IPS, payment/cleared funds in IPS' bank account are required within IPS' set terms. Payments can be made by 1) sending a cheque in the post to IPS 2) by debit/credit card over the phone by calling on 01923 639800 3) by remitting funds directly into IPS' Bank Account. Customers should not send cash. IPS does not offer a Cash-on-Delivery Service.

- 1) If paying by cheque, please make it payable to "IPS Retail". Customers must write their Account Number and Invoice Number on the back of the cheque.
- 2) If paying by debit/credit card, Customers must have their Account Number and Invoice Number to hand when calling.
- 3) If paying directly into IPS' Bank Account, Customers must remit funds to the following Account details:

<u>Bank Name</u>	<u>Sort Code</u>	<u>Account Name</u>	<u>Account Number</u>
NatWest	60-20-24	IPS Retail	38517809

Customers must put their Account Number and the first Invoice Number (if paying off multiple invoices) as a reference. If choosing to pay by this method, please note that it is the Customer's responsibility to ensure that IPS can see cleared funds in its Bank Account by the relevant credit term expiration date. Customers must also ensure that enough time is allowed for funds to leave their bank account and reach IPS' bank account as money transfer times may vary depending on their own particular Bank and its facilities.

In the event that invoices are not paid within agreed and set credit terms, IPS reserves the right to 1) charge interest on a daily basis on all such invoice amounts at a rate of 8% above the current UK monthly Bank Rate until such time that the relevant invoices have been settled and 2) to claim compensation for any costs that may be incurred in the recovery of any debt not paid within the agreed credit terms. IPS also reserves the right to remove credit terms offered at any time for whatever reason. If credit terms have been removed, customers may still place an order, but goods will only be despatched after confirmation of payment.

The Customer shall not under any circumstances be entitled to withhold payment under any invoice or set off any amount due under any invoice against an amount alleged to be owed by IPS to the Customer for whatever reason. The Customer shall be deemed to have accepted an invoice and the corresponding amount due as issued by IPS unless the Customer has notified IPS that it has a query and does not accept the amount due within 7 days of the date that the invoice was issued to the Customer. If at any time, IPS deem on reasonable grounds that a Customer is becoming or has become unable to pay its debts as they fall due, IPS reserves the right to demand immediate repayment of any amounts that may be owed whether due or not at that time.

### RETENTION OF TITLE

Risk in the goods shall pass from IPS to the Customer at the earlier of the moment when the goods are delivered into the hands of the Customer's carriers or at the moment when goods are delivered to the Customer at which it was agreed delivery would be made. Where goods are returned by the Customer, they shall remain at the risk of the Customer until received back by IPS at its premises and such receipt is acknowledged by IPS.

Title to goods supplied shall not pass from IPS to the Customer unless and until all sums due from the Customer to IPS on whatever grounds have been paid in full. Where title to goods has not passed to the Customer, the Customer must 1) hold the goods on a fiduciary basis as IPS's bailee, 2) store the goods (at no cost to IPS) separately from all other goods and in such a way as to enable them to be identified as the property of IPS and 3) keep the goods fully insured to their full market value.

Where title to goods has not passed to the Customer, IPS reserves the right to recover any goods supplied to the Customer and for this purpose the Customer grants IPS and its agents and employees an irrevocable right and licence to enter any premises where the goods or other products are or maybe stored with or without vehicles during normal business hours. The Customer may resell the goods with the condition that any sale shall be effected in the ordinary course of the Customer's business and the Customer shall hold such part of the proceeds of sale as represents the amount owed by the Customer to IPS in a fiduciary capacity on behalf of IPS until payment has been received in full.

The Customer's rights to possession of goods supplied shall terminate immediately if the Customer has not paid all amounts due to IPS on any account whatsoever or if the Customer is declared bankrupt or makes any proposal to his creditors for composition or other voluntary arrangements with its creditors or does or fails to do anything which would entitle a petition for winding up or bankruptcy order to be presented.

### DELIVERY

Normal delivery is free to all account holders (subject to minimum order values excVAT set by IPS at that time) and is within 4 working days of order subject to there being no external factors affecting any part of the UK's transport system. External factors include but are not limited to acts of terrorism, adverse weather conditions and large scale traffic/ accident related delays. If an order does not meet the minimum order value applicable at that time, an additional charge for delivery of at least £6.00+VAT will be applied (depending on delivery location). Please note that if an order has been paid for by debit/credit card, IPS reserves the right to only make the delivery to the cardholder's registered address.

### RETURNS, CREDITS & COMPLAINTS

For any goods received damaged, or are unwanted or wrongly ordered, a full refund, credit or exchange will be given provided the Customer notifies IPS in writing within 7 days of receipt of goods. However, in the case of unwanted or wrongly ordered goods, the cost of getting the goods back to IPS will be the complete responsibility of the Customer and any goods will only be accepted back if they are fully sealed and in a completely saleable condition. Please note though that any credit notes to be issued will only be issued once IPS have received any goods back and acknowledged such receipt in writing. If you have any complaints about any of our products or services, please put these in writing (by email, post, fax) and we will then contact you to discuss and resolve your complaint.

### GENERAL

All orders are subject to acceptance, all products are subject to availability and all items, offers, specifications and prices are correct at the time of going to print and are subject to change without prior notice. For the avoidance of doubt, please note that all prices quoted on any of IPS' forms or literature excludes VAT unless otherwise stated.

Each provision of these terms and conditions are severable and distinct from the others. If any provision in part or in whole is held by any competent authority to be invalid or unenforceable, the validity, legality and enforceability of the other parts of or other provisions shall not be affected or impaired.