

## 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.

(1) BUSINESS DETAILS REQUIRED TO SET UP THE ACCOUNT		(3) TYPE OF ACCOUNT APPLYING FOR	
Full Business Name (including "T/A" names if applicable)		CASH ACCOUNT <input type="checkbox"/>	THIS WILL REQUIRE A PAYMENT WHEN YOU PLACE YOUR ORDER (CHEQUE, DEBIT/CREDIT CARD, DIRECT TRANSFER)
Address 1			
Address 2		CREDIT ACCOUNTS ARE NOT AVAILABLE ON APPLICATION. SEE "OPENING AN ACCOUNT" OVERLEAF.	
Address 3			
Postcode		(4) PERSON RESPONSIBLE FOR PAYMENTS	
Telephone No (Landline)			
Fax No		(5) OTHER STAFF MEMBERS ALLOWED TO ORDER ON YOUR BEHALF	
(2) PRIMARY ACCOUNT HOLDER DETAILS REQUIRED		(1)	
Contact Name		(2)	
Telephone No (Mobile)			
E-mail Address			
(6) 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 SECTION (7)			
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"/> (TICK HERE IF PROVIDED)	
Home Postcode			
Contact Telephone No		VAT Reg No (if applicable)	
(7) 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"/>	>10 Years <input type="checkbox"/>
Reg Office Postcode		Company Registration No	
		VAT Reg No (if applicable)	
(8) PLEASE PROVIDE TWO TRADE REFERENCES (INCLUDING SPECIFIC CONTACT 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 for The Collector's Trove ref. TCTTC150120" 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 above in the "Other Staff Members Allowed To Order on Your Behalf".

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

## Terms & Conditions for The Collector's Trove ref. TCTTC150120

The Collector's Trove (hereafter referred to as "TCT") is a division of Imported Packaging Solutions Limited (hereafter referred to as "IPS"). Reference hereafter to "we" or "our" or "us" means IPS and/or TCT. Below are IPS' abbreviated terms & conditions of sale and becoming an account holder. 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 627789**. In placing an order with The Collector's Trove, the Customer (hereafter may also be referred to as "you") is agreeing to be bound by these and IPS' full terms and conditions of sale.

### OPENING AN ACCOUNT

Opening an account is a straight-forward process. Please fill in the "PROSPECTIVE ACCOUNT HOLDER FORM" (PAHF) and the "ACCOUNT APPLICATION FORM" (AAF) on the other side of this page and send them both back to us. Please remember to accurately fill in all the requested details on the forms and ensure that you have signed and dated the AAF. If any of the details are missing or misleading, this could result in a delay or even a refusal in the processing of your application. All accounts will be set up as a "Cash" account (payment required on order - see PAYMENT below). "Credit" accounts (payment on agreed terms) will only be considered for specific types of customers and after a substantial trading history has been established. If applicable, this will be discussed with you at the appropriate time. 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 AAF. You will then be fully responsible for any orders/contact that these nominated people place/have with us. Once the forms have been received back, 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 subsequently successful in obtaining a "Credit" account with us, the terms of your credit account and an approved Credit Limit will be notified to you in writing at that time.

### 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 and have agreed to/selected the relevant communication options, you will be automatically notified when a new leaflet/brochure is released. Please note that every effort is made to prevent any printing errors on all our literature (printed or otherwise) and sometimes prices for the same product may vary from one leaflet, promotion or period of time to another. Should an error occur, we will advise you when ordering and then proceed with the correct information. If you are unsure about any prices for any products, we ask that you check the current applicable prices before committing to purchase. If at any time you would like a copy of our current/latest price list/brochure/leaflet or would like to check any particular price, please call us on **01923 627789**.

#### Ordering By Post

You can post an order to us at **The Collector's Trove, Unit C, 126 Rickmansworth Road, Watford, Herts. WD18 7WR**.

#### Ordering By Phone

You can call on "**01923 627789**" 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 **FAX TO "01923 639888"**.

#### Ordering By E-mail

You can send an **E-MAIL TO "[sales@thecollectorstrove.co.uk](mailto:sales@thecollectorstrove.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.thecollectorstrove.co.uk](http://www.thecollectorstrove.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. At that time, we will explain all the various options available to you.

### DELIVERY

Normal delivery is free to all account holders (subject to minimum order values excVAT set at that time) and is within 4 working days of order subject to stock availability and 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 £7.50+VAT will be applied. Please note that certain delivery locations may have a higher additional delivery charge and we would advise that you check this with us before confirming your order. Also, please note that if an order has been paid for by debit/credit card, IPS/TCT reserves the right to only make the delivery to the cardholder's registered address.

### RETURNS, CREDITS & COMPLAINTS

For any goods received damaged, a full refund, credit or exchange will be given provided you notify us in writing/email within 7 days of receipt of goods. You will need to send the goods back to us and we in turn will send it back to our partner, who will assess and then advise the course of action. However, in the case of unwanted or wrongly ordered goods, we do not offer any refunds. Any credit notes to be issued will only be issued once we have received any goods back, have received confirmation from our partner and acknowledged such in writing. Any refunds agreed to be given will subsequently be processed after we have acknowledged such in writing and will take up to 14 days from the date of acknowledgment. For payments initially made by debit/credit card, the refund will be issued back to the same card. For payments that were made by cheque or bank transfer, it is at the sole discretion of IPS/TCT as to how the refund shall be processed. 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.

### PAYMENT

With a "Cash" account, payment/cleared funds are required into the relevant Bank Account in advance of any goods being sent out. If you have a "Credit" account with us, payment/cleared funds are required into the relevant Bank Account by the end of the agreed terms. Payments can be made by 1) sending a cheque in the post 2) by debit/credit card over the phone by calling on **01923 627789** 3) by remitting funds directly into our nominated Bank Account. You should not send cash. IPS/TCT does not offer a Cash-on-Delivery Service.

- 1) If paying by cheque, please make it payable to "**The Collectors Trove**". You must write your Account Number and any relevant Invoice Numbers on the back of the cheque.
- 2) If paying by debit/credit card, you must have your Account Number and any relevant Invoice Numbers to hand when calling.
- 3) If paying directly into IPS' Bank Account, please remit funds to the following. Please ensure to put your Account Number and the first Invoice Number (if paying off multiple invoices) as a reference:

<b>Bank Name:</b>	<b>NatWest</b>	<b>Account Name:</b>	<b>The Collectors Trove</b>	<b>Account Number:</b>	<b>38710137</b>	<b>Sort Code:</b>	<b>60-20-24</b>
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Whichever payment method is used, it is your responsibility as the Customer to ensure that we can see cleared funds in our Bank Account by the relevant credit term expiration date. Please ensure that enough time is allowed for funds to leave your bank account and reach our bank account as money transfer times may vary depending on your own particular Bank and its facilities.

In the event that invoices are not paid within agreed and set credit terms, IPS/TCT reserves the right 1) to 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. If you do have credit terms with IPS/TCT, IPS/TCT also reserves the right to remove credit terms offered at any time for whatever reason. If credit terms have been removed, you may still place an order, but goods will only be despatched after confirmation of receipt of payment.

You 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/TCT to you, the Customer, for whatever reason. You shall be deemed to have accepted an invoice and the corresponding amount due as issued by IPS/TCT unless you have notified us that you have a query with the invoice within 7 days of the date that the invoice was issued to you. If at any time, we deem on reasonable grounds that you as the Customer are becoming or have become unable to pay your debts as they fall due, we reserve the right to demand immediate repayment of any amounts that may be owed whether due or not at that time.

### REPRESENTATION OF BRANDS

Please be aware that in stocking and selling products from the brands/partners that we offer, you are agreeing to be bound by the brand guidelines and code of conduct as stipulated by the relevant brand. The necessary additional agreements will be sent to you at the time that your account is opened. To ensure that the guidelines and code of conduct are continually being followed, we may police how you are representing the brands and may ask you for proof in the form of but not limited to photos, samples of catalogues and brochures and screenshots of how you are selling the relevant product ranges. Please note that not adhering to these guidelines may result in the immediate suspension of your account and your ability to trade with us. If you have any questions, please contact us.

### RETENTION OF TITLE

Risk in the goods shall pass from IPS/TCT to you, the Customer, at the earlier of the moment when the goods are delivered into the hands of your appointed carrier or at the moment when goods are delivered to you at the location at which it was agreed delivery would be made. Where goods are returned by you, they shall remain at the risk of you, the Customer, until received back by IPS/TCT at our premises and such receipt is acknowledged by us.

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

Where title to goods has not passed to you, the Customer, IPS/TCT reserves the right to recover any goods supplied to you and for this purpose you grant IPS/TCT 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. You may resell the goods with the condition that any sale shall be effected in the ordinary course of your business and you, the Customer, shall hold such part of the proceeds of sale as represents the amount owed by you to IPS/TCT in a fiduciary capacity on behalf of IPS/TCT until payment has been received in full by IPS/TCT.

Your, the Customer's, rights to possession of goods supplied shall terminate immediately if you have not paid all amounts due to IPS/TCT on any account whatsoever or if you are declared bankrupt or make any proposal to your creditors for composition or other voluntary arrangements with your creditors or do or fail to do anything which would entitle a petition for winding up or bankruptcy order to be presented.

### GENERAL

All orders are subject to acceptance, all products are subject to availability and all items, offers, specifications and prices given at any time are correct at the time of going to print and are subject to change without prior notice. 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.

### PRIVACY POLICY

IPS and its various operating divisions take protecting your data seriously and, as a team, are fully aware of the General Data Protection Regulation (GDPR) which took effect on May 25, 2018. We have reviewed our processes to ensure that we have the correct procedures in place to protect the privacy of personal data. By choosing to provide IPS/TCT with your information, by whatever means, you indicate your willingness to share and have your information stored by IPS/TCT for the purposes of our business. It is our Company Policy that we will not disclose any information that you provide to us to any third party without your consent.