

Trade Application Form (All sales are subject to our standard terms, conditions and procedures, copies available on request)

Company Details

Company Name : _____ Annual Turnover : _____
 Nature of Business : _____ Company Reg No : _____
 Date Business Started : _____ Vat Reg No : _____

Invoicing Details

Address : _____

 Postcode : _____
 Contact Name : _____
 Phone : _____
 Mobile : _____
 Fax : _____
 Email Address : _____

Delivery Details (If different to Invoicing)

Address : _____

 Postcode : _____
 Contact Name : _____
 Phone : _____
 Mobile : _____
 Fax : _____
 Email Address : _____

Delivery Information (Deliveries may be made 9:00am-5:00pm Monday to Friday unless we are notified of availability restrictions)

Please tick if deliveries must be booked in Are forklift facilities available YES / NO

Please indicate your normal opening hours at your delivery address if not 9:00am-5:00pm

Monday - Friday. Changes to your opening hours must be declared in writing indicating whether permanent or for a limited period. Please provide directions/notes if you are difficult to

find. Deliveries are expected to be unloaded and inspected in a timely fashion, Please ensure adequate equipment/staff are available. All deliveries are photographed prior to despatch.

Any discrepancies and visible pallet or carton damage must be indicated on the delivery notes which must be signed in ink (not pencil) by authorised and qualified personnel and reported immediately. Failure to do so will deem the delivery has been received in full and in perfect condition. A further 24 hours is allowed to report damage to packaged items whose packaging was otherwise intact at the time of delivery. Please retain all packaging. Goods reported damaged after 24 hours from time of delivery will not normally be accepted.

Contact Methods & Promotional Information (We do not pass on any information to any third party marketing companies)

Preferred method of Order Confirmation (please tick) : Email Fax Post Note: Orders received by e-mail may be sent e-mail confirmations only.

I/We agree that you may contact me/us with details of special offers/promotions. Unless we have written to you objecting to you using the data for such purpose or we have not ticked the box below, we agree that you may contact me/us by post/telephone/fax/e-mail.

We object to using the data for your own direct marketing purposes.

Business Documentation

Please enclose a copy of the following items

- 1. Company Letter Head
- 2. Invoice
- 3. Company Cheque Book/
- Vat Reg. Certificate

We confirm that information given in this application form is in all respects true and accurate. We confirm that we have read, understood and unconditionally accept your terms, conditions and procedures.

Print Name : _____
 Position : _____
 Signature : _____
 Date : _____

Products Of Interest Please circle the products of interest:

- Hardwood prefinished Bedroom / Dining / Living Furniture
- Softwood prefinished Bedroom / Dining / Living Furniture
- Hardwood unfinished Bedroom / Dining / Living Furniture
- Softwood unfinished Bedroom / Dining / Living Furniture
- Hardwood Panels / Worktops / Components
- Softwood Panels / Components

Other, Please specify _____

FOR INTERNAL USE ONLY

Road Three Winsford Industrial Estate Winsford Cheshire CW7 3PD Tel: - 01606 556585 Fax: - 01606 552544

1. DEFINITIONS

- 1.1 "Buyer" means the person, firm or company ordering or buying the goods from the Seller;
- 1.2 "Conditions" means the terms and conditions of sale set out in the document and any special terms and conditions agreed in writing by the Seller;
- 1.3 "Delivery Date" means the date specified by the Seller when the goods are to be despatched or delivered;
- 1.4 "Goods" means the articles which the Buyer agrees to buy from the Seller;
- 1.5 "Price" means the price for the Goods excluding carriage, packaging, insurance and VAT;
- 1.6 "Seller" means Scandinavian Pine Company Ltd, Road Three Winsford Industrial Estate, Winsford, Cheshire, CW7 3PD

2. CONDITIONS APPLICABLE

- 2.1 These conditions shall apply to all contracts for the Sale of Goods by the Seller to the Buyer to the exclusion of all other terms and conditions including any terms and conditions the Buyer may purport to apply under any purchase order, confirmation order or similar document
- 2.2 All orders for Goods shall be deemed to be an offer by the Buyer to purchase Goods pursuant to these Conditions.
- 2.3 Acceptance of delivery of the Goods shall be deemed conclusive evidence of the Buyers acceptance of these Conditions.
- 2.4 Any variation to these Conditions (including any special terms and conditions agreed between the parties) shall be inapplicable unless agreed in writing by the Seller.

3. PRICE AND PAYMENT

- 3.1 The Price shall be the Seller's quoted price on price lists, order confirmations or invoices. The price is exclusive of VAT, which shall be due at the rate ruling on the date of the Seller's invoice.
- 3.2 Payment of the Price and VAT shall be in accordance with the terms set out on the Order Confirmation or Invoice. Time for payment shall be of the essence.
- 3.3 Interest on overdue invoices shall accrue from the date when payment becomes due from day to day until the date of payment at a rate of 2% above Nat West Bank plc's base rate from time to time in force and shall accrue at such rate after as well as before any judgement.

4. THE GOODS

- 4.1 The quantity and description of the Goods shall be as set out in the Seller's quotation.
- 4.2 The Goods shall be supplied in accordance with the description contained in Seller's Specification.
- 4.3 The Seller may from time to time make changes in the specification of the Goods which are required to comply with any applicable safety or statutory requirements or which do not materially affect the quality of fitness for purpose of the Goods.
- 4.4 Any contractual description of the Goods by the Seller relates to the identity of the Goods but only if it relates to a central characteristic of the Goods or to a substantial ingredient in their identity.

5. WARRANTIES & LIABILITY

The Seller warrants that the Goods supplied will at the time of delivery correspond to the description given by the Seller all other warranties, conditions or terms relating to the fitness for purpose, quality or condition of Goods, whether express or implied by statute or common law or otherwise are excluded to the fullest extent permitted by law.

6. DELIVERY OF THE GOODS

- 6.1 Delivery of the Goods shall be made to the Buyer's address on the Delivery Date. The Goods may be delivered in advance of the Delivery Date upon giving of reasonable notice to the Buyer, The Buyer shall make all arrangements to take delivery of the Goods whenever they are tendered for Delivery.

- 6.2 The Seller shall not be liable for any loss or damage whatever due to the failure by the Seller to deliver the Goods (or any of them) promptly or at all.
- 6.3 Notwithstanding that the Seller may have delayed or failed to deliver the Goods (or any of them) promptly the Buyer shall be bound to accept delivery and pay for the Goods in full provided that the delivery shall be tendered at any time within 3 months of the Delivery Date
- 6.4 In the event that the Buyer is unable to take Delivery of the Goods on the Delivery Date the Buyer is to bear the costs of Storage.

7. ACCEPTANCE OF THE GOODS

- 7.1 The Buyer shall be deemed to have accepted the Goods 24 hours after Delivery to the Buyer.
- 7.2 After acceptance the Buyer shall not be entitled to reject the Goods which are not in accordance with the contract.
- 7.3 If The Buyer properly rejects the Goods which are not in accordance with the contract the Buyer shall nonetheless pay the full Price for such Goods unless the Buyer promptly gives notice of rejection to the Seller and at the Buyer's cost returns such Goods to the Seller before the date when payment of the Price is due.

8. TITLE AND RISK

- 8.1 Title shall pass on Payment.
- 8.2 Risk shall pass on delivery of the Goods.

9. SELLER'S RETENTION OF PROPERTY CLAUSE

- 9.1 The Goods shall be at the Buyer's risk as from Delivery
- 9.2 In spite of delivery having been made property in the Goods shall not pass from the Seller until:
 - 9.2.1 the Buyer shall have paid the Price plus VAT in full: and
 - 9.2.2 no other sums whatever shall be due from the Buyer to the Seller.
- 9.3 Until property of the Goods passes to the Buyer in accordance with clause 9.2 the Buyer shall hold the Goods and each of them on a fiduciary basis as bailee for the Seller. The Buyer shall store the Goods (at no cost to the Seller) separately from all other goods in its possession and marked in such a way that they are clearly identified as the Seller's property.
- 9.4 Until such time as property in the Goods passes from Seller the Buyer shall upon request deliver up such of the Goods as have not ceased to be in existence or resold to the Seller. If the Buyer fails to do so the Seller may enter upon any premises owned, occupied or controlled by the Buyer where the Goods are situated and repossess the Goods.

10. REMEDIES OF THE BUYER

- 10.1 Where the Buyer rejects any Goods then the Buyer shall have no further rights whatever in respect of the supply to the Buyer of such Goods or the failure by the Seller to supply Goods which conform to the Contract of Sale.
- 10.2 Where the Buyer accepts or has been deemed to have accepted any goods then the Seller shall have no liability whatever to the Buyer in respect of these Goods.
- 10.3 The Seller shall not be liable to the Buyer for late delivery or short delivery of the Goods

11. PROPER LAW OF CONTRACT

This contract is subject to the law of England and Wales

CARE AND MAINTENANCE OF YOUR PRODUCT

STORAGE

Please ensure all items are stored in their original packaging prior to use in a suitable environment. All raw wood products must be kept covered at all times prior to use to reduce the risk of movement and absorption of moisture.

TREATING/FINISHING

When treating raw wood products always follow the instructions supplied with the treatment and ensure all surfaces have equal and sufficient coats. Certain treatments must be repeated at regular intervals throughout the lifespan of the finished product, please follow the guidelines provided by the treatment manufacturer.

CARE & MAINTENANCE

- Protect surfaces from hot objects with the use of good quality table mats
- Furniture should be kept dust free with a lint free cloth, wiping in the direction of the grain.
- Never use any chemicals, abrasive materials or cleaners on your furniture.
- Clean spillages from surfaces promptly.
- Extreme temperatures may cause your furniture to dry out. Avoid placing your furniture too close to radiators and other sources of heat.
- Allow adequate ventilation to reduce the risk of movement due to humidity.
- Where ever possible keep your furniture away from direct sunlight as this may cause bleaching.
- Certain finishes mellow with age and exposure to light, always rearrange items such as vases and ornaments on a regular basis to minimise shade marks.

Scandinavian Pine/Homestyle GB Returns Policy

In the rare event that a manufacturing defect is found with any of our products, we will gladly replace it as soon as is reasonably practicable. In order to ensure a high quality of service and outstanding value, we have a returns procedure and policy detailed below. All sales are subject to our standard terms and conditions and procedures, copies of which are available on request.

Procedure

1. In order to process your return in an efficient manner, you must notify us in writing immediately either by fax or email. For your convenience a returns form is available upon request. You **must** provide the following information;
 - a) Original purchase order date, invoice number and delivery date.
 - b) Product code, description and carton batch number (usually found on a small white sticker affixed to the carton).
 - c) A clear and concise description of the defect.
 - d) Photographic evidence where applicable.
2. It may be possible to very quickly and easily remedy the defect in which case, instructions will be given on an individual basis.
3. If it is not possible to remedy the defect, a returns authorisation number will be given and collection will be arranged. When the returned goods have been received, the defect will be examined and, subject to the conditions below, a replacement will be dispatched as soon as possible.
4. Replacement goods may be requested to be dispatched prior to processing a return and will be invoiced/require payment in the standard manner. Credit for returned goods will only be applied to your account when they have been received and inspected.

Conditions

Photographs will greatly speed up processing of an issue and may be essential to allocate correct replacements or locate correct spare components.

Returns will not be accepted unless authorised and a returns number has been issued.

Goods that have been left at your customer premises will not normally be accepted for return.

We expect that defects have been inspected first hand by a qualified member of staff who can provide specific details of the defect.

Returned goods **must be secured appropriately in their original packaging**, labelled with the returns number, and prepared for safe transport in the same manner in which they were delivered. Any further damage incurred due to incorrect/insufficient packaging/handling may result in the return being rejected.

Every solid wood item is unique in appearance, variations in colour, grain, small knots, small cracks and natural characteristics are expected. These characteristics are not deemed a defect, but do add to the beauty and individuality of solid wood furniture and hence do not warrant replacement.

Goods deemed to have been mis-used, wilfully damaged or not cared for in an appropriate manner will not be accepted for return. If unsure, please ask for advice regarding storing or caring for your products.

Goods modified from their original appearance, unless authorised by ourselves, will not be accepted for return under any condition.

Any returned goods found not to be adversely effected by a manufacturing defect will be subject to a 20% restocking fee and all collection/delivery costs incurred.

Companies usually allow for contingencies for handling a very small percentage (of the order of < 4%) of items with minor damage. Your assistance and discretion is always appreciated.

SERVICE REQUEST RETURNS FORM

Email: sales@scandinavianpine.co.uk
www.homestyle.gb.com

Road Three Winsford Industrial Estate Winsford Cheshire CW7 3PD Tel: - 01606 556585 Fax: - 01606 552544

ORDER DETAILS

Company Name: _____	Account Number: _____
Contact Name: _____	Order Number: _____
Contact Telephone: _____	Invoice Number: _____
Contact Fax: _____	Invoice Date: _____
	Delivery Date: _____
	Returns Date: _____

Please make a note of your returns number when provided
Please keep a copy of this document for your records.

RETURNS NUMBER:

FAULT DETAILS

Please provide as much information about the fault as possible, use more sheets if required.

PRODUCT CODE:

CARTON BATCH NUMBER(S)

Please Note: This form is for manufacturing defects only. Damage to cartons/items caused in transit must be detailed on the delivery notes at the time you receive the goods. You MUST check all cartons thoroughly for signs of transit damage before you sign for the delivery received in good condition - DO NOT SIGN ANY NOTES 'UNCHECKED'. Failure to do so may result in us being unable to replace a damaged item. We are not liable in any way for damage caused by further transport, mis-handling or mis-construction of goods after you have received them, including damage caused by end customers. Please observe weights on boxes for safe lifting.

ALL RETURNED ITEMS MUST BE WELL PACKAGED USING THE ORIGINAL PACKING MATERIAL - Ensure all delivery & assembly personnel are aware of this. We advise that only experienced personnel deliver, unpack and set up our products - THEY ARE VERY HEAVY AND WELL PACKAGED.

Sheet ___ of ___

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