

ACCOUNT APPLICATION FORM



Please complete this form in full and return to our Accounts Department.

COMPANY DETAILS

Type of Company (circle applicable term): Ltd / Sole Trader / Partnership

Company Name:	Trading Name (if applicable):
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Business Address:	Invoice Address (if different):
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Postcode:	Postcode:
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Tel no.	Company Registration No:
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Email:	VAT No:
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Number of Years Trading:	Order No Required: Y / N
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CONTACTS

Accounts Name:	Purchasing Name:
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Accounts Email:	Purchasing Email:
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HOW YOUR INFORMATION WILL BE USED

If wish to apply for a credit account, we may share your information with credit reference agencies and other companies for use in credit decision, for fraud prevention and to pursue debtors.

We may share your information with suppliers in order to provide the products and services you have requested from us. We will not share your information with any other company if it is not required to fulfil your order or request to us.

We would like to send you important information on our products and services such as product changes, price changes, new product launches etc. If you would like to receive this information, please tick the relevant boxes below. We highly recommend you consent to email communication as this is the fastest way we can communicate important information with you.

We will not share your details with any other company/third party.

Email Post Phone

TO APPLY FOR A CREDIT ACCOUNT

Credit Limit Required:

TRADE REFERENCES

Please list 2 businesses you have credit facilities with, of comparable size to your requirements and with whom you have traded for more than 3 years.

Company Name:	Company Name:
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Contact Name:	Contact Name:
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Address:	Address:
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Postcode:	Postcode:
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Tel No:	Tel No:
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Email:	Email:
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NB: Please be advised that System Six will obtain credit references on your company to comply with our insurance requirements.

TERMS & CONDITIONS OF SALE

Ordering

Initially, we will provide you with an itemised quote via email. At quotation stage, you are able to make as many changes as you wish. Once you are happy with your quote, you are required to confirm the order by returning to us a signed and dated copy by fax or email. On receiving the signed quote, we will turn the quote into a confirmed order and production will begin. You will receive confirmation of your order by email. From this point on, changes cannot be made to the order without incurring additional costs.

Orders will not be processed until we have received your signed and dated quotation.

Lead Times

Delivery on standard items is generally 15 working days from receipt of a signed quote (this will vary according to your delivery day). Certain ranges can be obtained before the 15 day lead time, depending on the door supplier, and equally some ranges take longer (e.g. painted/bespoke doors and non standard carcass colours). Please refer to door range literature or ask a member of System Six staff.

Delivery

Customers may choose their preferred delivery week and we will determine what day according to our delivery schedule. The delivery day will usually be the same each week. However, we reserve the right to change this during busy periods with appropriate notice given.

As standard, deliveries are carried out by one member of staff. Health and Safety Regulations prohibit our drivers from unloading without assistance. It is therefore necessary that you provide adequate assistance during deliveries (i.e. at least one person). We reserve the right to refuse delivery if the appropriate assistance is not supplied. Please note our 2-man delivery options in the table below.

Charges

Delivery Address	Day	No. of Staff	Code	Total Cost
Invoice address (order value over £750)	Usual	1	na	FREE
Invoice address (order value under £750)	Usual	1	DELCH	£26.50
Invoice address	Usual	2	2MD	£52.50
Site	Usual	1	DEL	£26.50
Site	Usual	2	DEL + 2MD	£52.50
Site	Nominated	1	DELCH150*	£150
Site	Nominated	2	DELCH250*	£250

**Delivery method is subject to availability and must be authorised by the Transport Manager.*

It may be that you receive a 2-man delivery when you have only paid for 1. This will be a logistical decision made at the discretion of the transport manager. Costs are exclusive of VAT.

Access

We reserve the right to refuse delivery where access is likely to cause damage to our vehicles. Our usual method of delivery uses a 7.5 tonne box lorry. It may be possible (subject to an additional charge) to deliver products in a smaller vehicle should you notify us in writing when returning your confirmed quote.

Urgent Deliveries

Overnight deliveries are priced according to weight/urgency (consult sales office for rates). Our cut off time for next day deliveries is midday.

Trading Terms

Credit Accounts

Credit accounts are issued on the completion of satisfactory credit and trading checks and are also subject to a minimum monthly turnover. Prior to fulfilling these criteria all trading accounts will be Pro-Forma. Credit accounts may make payment by BACS, credit/debit card or cheque.

Pro-Forma Accounts

Pro-Forma accounts are payable by credit/debit card or cheque. Note: With Pro-Forma accounts our lead time starts when the order acknowledgement has been signed and payment has been received/cleared.

Payment

Credit card payments are subject to 2.5% surcharge. American Express cards are not accepted. All cheque payments will need to be cleared in advance of delivery.

Returns Procedure

Returning items to us is straightforward. Depending on your reason for return, simply follow the steps below.

Unwanted Items

We do not accept the return of unwanted or incorrectly ordered items.

Damaged Items

For the replacement of items damaged in transit we must be notified in writing within **3 working days of delivery**, whether to your premises or to site. To return a damaged item:

1. Report the damage via email to customer.services@s6k.co.uk, including the order number, item code, description of damage and an image of the damage.
2. Once we have received notification from yourselves, we will send you a collection note and order a replacement. The collection note should be attached to the damaged item.
3. The item will be collected by one of our drivers when they are next in the area. If we are not visiting the area, the item will need to be returned by the customer at the customer's expense.

The replacement item will be invoiced and then credited upon return of the original item, provided the following criteria are met:

1. The damage has been reported within the timescale noted above
2. The damage report includes an image
3. The damage is confirmed to have been caused prior to, or during, delivery by System 6 Kitchens.

Important Note: Once you have received a delivery from us, all goods must be unwrapped, checked and any damages/faults reported to us **before** being forwarded to a third party. We will not accept liability for any damaged goods that have been handled by another carrier.

We will not credit replacement doors that have been rejected due to minor colour imbalances.

Faulty Items

For the replacement of items with manufacturing faults, we must be notified in writing, by fax or email, **within the warranty period** (see table below). To return a faulty item:

1. Report the fault via email to customer.services@s6k.co.uk, including the order number, item code, description of fault and an image of the fault.
2. Once we have received notification from yourselves, we will send you a collection note and order a replacement. The collection note should be attached to the faulty item.
3. The item will be collected by one of our drivers when they are next in the area. If we are not visiting the area, the item will need to be returned by the customer at the customer's expense.

The replacement item will be invoiced and then credited upon return of the original item, provided the following criteria are met:

1. The fault has been reported within the applicable warranty period
2. The fault report includes an image
3. The fault is proven to be a manufacturing fault

PLEASE NOTE: Please do not return items without a collection note. Items cannot be credited without this paperwork and our drivers will not collect goods unless a collection note is attached.

As per all manufacturer warranties, we will replace any item proven to have a manufacturing defect, however we are not liable for fitting costs.

Warranties

We, System 6 Kitchens, and our suppliers offer guarantees against manufacturing faults. These are as follows:

SUPPLIER	ITEM	WARRANTY PERIOD
BA Components	Doors & Accessories	6 years
Blum	Lift-ups/bi-folds	Lifetime of the kitchen
Burbidge	Doors & Accessories	1 year
Hafele	Internal mechanisms	1 year
Hettich	Drawer boxes and runners	Lifetime of the kitchen
	Hinges	Lifetime of the kitchen
Kessebohmer	Internal mechanisms	1 year (10 years against rusting)
Marpatt	Doors & Accessories	Not specified (unlimited)
PWS	Doors & Accessories	1 year
	Carcases	25 years
	Doors & Accessories	10 years
	Quantum Doors & Accessories	25 years
	Express Carcases	10 years
System 6 Kitchens Ltd	Express Doors	5 years
TKC	Doors & Accessories	1 year
Trade Mouldings	Doors & Accessories	1 year
Uform	Doors & Accessories	10 years

DECLARATION	
I have read and understood how my information will be used and have stated my marketing preferences. If credit facilities are granted, I undertake to adhere to System 6 Kitchens Ltd's conditions of sale and to settle my account on or before the 30th of the month following that in which the goods were sold. I understand that if I fail to settle my account within the given timeframe, my account and deliveries will be suspended until payment has been made.	
I have read and understood the terms and conditions stated above.	
Name:	Position:
Signature:	Date:

INTERNAL USE ONLY	
Customer Account No:	Notes:
Credit Reference:	
Authorised By:	

System 6 Kitchens Ltd, 3-4 Christow Road, Marsh Barton, Exeter, EX2 8QP. Registered in England. Company No. 1902921. VAT No. GB 142 479 855.