

Rep Name: _____

Account Code: _____

Account Name: _____



CUSTOMER ACCOUNT FORM

Waterdene Foodservice Limited is a family owned and managed distribution business established more than 34 years ago. We offer customers a daily delivery service for supplies of everyday essentials like milk, cream, eggs, bread, bacon together with a full range of chilled foods, frozen foods, ambient foods and non-food lines including catering disposables and cleaning materials.

This form must be completed by all new customers prior to the acceptance of any orders.

First order is strictly CASH on delivery until an account has been authorised. Applicants requesting credit facilities must complete all sections of this form.

Any sections not completed will result in your application being delayed. Please note any application for credit facilities does not guarantee acceptance as credit and trade references will be sought and our process time will be governed by the speed of the responses received. In general an account will take 14 days to set up.

If you need any assistance with the completion of this application form please contact your Sales Representative or alternatively speak to our accounts department on 01525 371367.

Waterdene Foodservice Limited guarantee that your personal information will not be passed to any other parties and will be used in the strictest of confidence and only for the purposes of opening a trading account with Waterdene Foodservice Limited.

All completed forms are to be sent back to:

Waterdene Foodservice Ltd

Unit 4, Chartmoor Road, Leighton Buzzard, Bedfordshire, LU7 4WG
or alternatively you can email/pass on to your Sales Representative.

1. Type of account required

Cash on Delivery Cheque on Delivery Weekly Account Pay for Previous
BACS Debt/Credit Card Monthly Account Credit Limit Required: _____

2. Full Name of Proprietor/Principal/Ltd Co.: _____

Business Name: _____

Delivery Address: _____

Postcode: _____

Tel. : _____ Mobile: _____

Fax: _____

Email: _____

How many years have you been trading at this address ? _____

Have you dealt with Waterdene Foodservice Ltd previously Yes No

If yes please specify where: _____

Contact name/number for ordering: _____

Contact name/number for accounts: _____

Telesales calls required: Yes No

Call Days: M T W T F

Delivery Days: M T W T F

Run No.: _____

Special Instructions for deliveries: (ie front door/back door/phone call etc.)

Opening hours (Timed deliveries not guaranteed): _____

3. Is your company Limited ?

Yes No

If Yes, please give Company Registration No. : _____

If No, Is the address you have given:

Your Home Rented Leased Premises Public House

Sub Let Kitchen Other Specify: _____

4. If your company is NOT Limited please give Proprietors/Partners or Franchisee's home address & details below*:

Full Name(s): _____

Address(s): _____

Postcode: _____

Tel. : _____ Mobile: _____

Fax: _____

Email: _____

* Any additional information please attach a separate sheet

ACCOUNT CUSTOMERS ONLY

5. If you have lived at the address in section 4 for less than three years please give previous home address:

Full Name: _____

Address: _____

Postcode: _____

Tel. : _____ Mobile: _____

Fax: _____

Email: _____

6. Trade References NB. Breweries or competing suppliers are NOT acceptable as references.

Full Name: _____

Address: _____

Postcode: _____

Tel. : _____ Mobile: _____

Fax: _____

Email: _____

Second Reference:

Full Name: _____

Address: _____

Postcode: _____

Tel. : _____ Mobile: _____

Fax: _____

Email: _____

7. Credit Limit required (per week) _____ (per month) _____

How would you like to receive your statement ? Post Email

Email Address: _____

8. Accounts Contact:

Full Name: _____

Address: _____

Postcode: _____

Tel. : _____ Mobile: _____

Fax: _____

Email: _____

9. Bank Details

Bank Name: _____

Bank Address: _____

Postcode: _____

Account Name(s): _____

Account Number: _____ Sort Code: _____

Terms and Conditions of Business

1. This price list cancels all previous lists.
2. All products are offered subject to availability.
3. We reserve the right to alter prices or pack sizes and product listings without notice.
4. All goods are supplied on a 'Cash on Delivery' basis unless an account facility has been set up and confirmed by the company in writing.
5. Any monthly accounts are due for payment by the 15th of the month following statement date. We reserve the right to add interest at the rate of 1.5% per month calculated pro-rata from the due date to the date of payment.
6. All customers are requested to check all goods at the time of delivery and any damages, shortages or discrepancies advised to the driver and a note made accordingly on the driver's sheet. In signing for the goods the customer is confirming they have been delivered correctly and in a satisfactory condition. No subsequent claims can therefore be accepted by the company.
7. The company shall retain title and ownership of all goods until payment has been received in full.
8. Minimum order value for delivery is £50 exclusive of VAT. A charge of £5 plus VAT will be levied on orders below this amount.
9. VAT will be added to our prices (where applicable) in accordance with Government Legislation in force at the date of delivery.
10. An administration charge of £20 will be payable by the customer in the event of a cheque being dishonoured by the bank on which it is drawn.

Returns Procedure

All damages must be reported at time of delivery.

All driver sheets signed by customer upon delivery will be taken as confirmation that all goods are present and in good condition.

No cash can be refunded by drivers.

Drivers are not permitted to collect any goods from customers without a 'Goods Uplift Note', which is generated by the office, unless the problem relates to items being delivered on that day.

To raise a 'Goods Uplift Note' you will be asked:

- Invoice number goods have been delivered on
- Product Code
- Quantity
- Best Before Date
- Batch Number
- Reason for return
- Are goods still in original packaging
- Have goods been held at correct temperature and in good condition

Once goods have been received the office can look into issuing a 'Goods Credit Note'.

We are able to take payment by way of debit and credit cards



DECLARATION

I/We have read and understood the terms and conditions of trading and I/We agree to be bound by them.

I/We give consent for bank and trade references to be applied for as required.

Signature: _____ Print Name: _____

Position: _____ Date: _____

(Director/Partner/Proprietor or person who has authority and be liable for the company's debts)

Account approved by (signature): _____