

Customer Credit Application for a Trade Account

Business and contact information

Contact name:			
Business name:			
Phone:		E-mail:	
Address:			
City:		County:	Postcode:
In business since:			
Sole trader: <input type="checkbox"/>	Partnership: <input type="checkbox"/>	Limited liability: <input type="checkbox"/>	Other: <input type="checkbox"/>
Bank name:			
Bank address:			Phone:
City:		County:	Postcode:

Business / trade references

Company name:		Company name:	
Contact name:		Contact name:	
Address:		Address:	
City:	Postcode:	City:	Postcode:
Phone:		Phone:	
E-mail:		E-mail:	

Agreement to the Company's Terms and Conditions of Sale

1. I have read and understood the Company's Terms and conditions for the Supply of Goods and Service and agree to abide by them.
2. I am aware that the Company must be notified of any discrepancies or queries as follows: • Invoice queries or Product quantity or description problems – within 7 days of receipt.
3. I confirm acceptance of the Company payment terms of 30 days from the invoice date.
4. I give my consent to a credit search being made on me as owner/partner or director of this organisation both now & at any future date. I understand this search will be recorded by the agency & may be disclosed to subsequent enquirers.
5. I the undersigned as an Officer of the applicant business hereby personally guarantee payment of all monies due for goods supplied by the company and in accordance with their terms and conditions of sale, a copy of which I acknowledge having received. (To be signed by a director/partner of the company authorised to agree such matters.)

Signatures

Name:	Title:		
Signature:	Date:		

Trading Terms & Conditions

General

These terms and conditions will apply to all transactions placed online, by e-mail, telephone, fax or by post with Intentional Designs Limited. Please read carefully before placing any order. All contracts shall be governed by and construed in accordance with English Law and any dispute between us will be resolved exclusively in the courts of England and Wales. Nothing in these terms and conditions will be deemed to affect your statutory rights. By using this site, you are agreeing to these terms and conditions. All transactions with Intentional Designs Limited will be governed by these terms and conditions. All references to the 'company', 'us' or 'we' will refer to Intentional Designs Limited. All references to the customer shall mean the person or persons purchasing or agreeing to purchase goods from the company. All references to the Web Site shall include reference to all URL's owned by Intentional Designs Limited.

Prices

All prices are shown in pound sterling (£). It is our policy to offer goods at the most reasonable price possible, however, if, due to circumstances beyond our control, we deem it necessary to alter any advertised price, we reserve the right to do so without prior notice.

Orders

We are pleased to accept orders by the following methods. Online transaction, postal order, BACS payment or cheque. All credit / debit card transactions are subject to validation checks and are authorised by the card issuer. We accept PayPal, and most cards, including MasterCard, Visa, Maestro and Solo. If the issuer of your card refuses to authorise payment to us, we will not be liable for any delay and / or non-delivery of your order. We are unable to accept or process any credit/debit card orders without a valid card payment in the name of the registered cardholder.

Copywrite

We assume you have the necessary permission(s) to replicate any logo or image. Intentional Designs Ltd can not be held responsible for any copywrite infringements whether intentional or not. All costs relating to copywrite shall be passed on to the customer.

Delivery

We aim to deliver items in stock within 10 working days to UK mainland addresses. All delivery conditions and charges are subject to change without prior notice. Every effort is made to ensure that delivery is made within the estimated time scales and within a maximum of 15 days. All goods are subject to availability. In the event that we are unable to supply your goods within 28 days, we will inform you immediately and advise you of the expected delivery date.

Rush Order options are dispatched in 5 working days are subject to a minimum order cost and a surcharge of 25% on the total order value. Once dispatched, Intentional Designs cannot be held liable for late delivery or non-delivery by the courier or postal service. All deliveries will require an adult's signature when delivered.

Cancellation

Outstanding orders can be cancelled at any time, prior to production. In instances where payment has already been made, an alternative or refund in full for the item(s) concerned will be given. In the event of any goods delivered by us being damaged in transit, or failure to match the items ordered by you, then such details must be notified by you to us within 7 (seven) working days of receipt. If we receive no such notification the customer will be deemed to have accepted the items as satisfactory. We cannot be held liable for any consequential loss caused by late delivery or failure to deliver by the company's appointed carrier. Liability in such cases is limited to the value of those items, which are shown to have not been received by the customer. Any order that is cancelled prior to delivery will incur an admin charge of 15% of the value cancelled, or £20 – whichever is the greater. Any decorated garment order will also incur the origination charge at the cost price indicated on the quote.

Returns and Exchanges

We strive to provide the best possible quality product and service. If, however you are not entirely satisfied with your purchase, we may provide a refund or exchange subject to the following conditions:

All delivery shortages must be reported within 2 business days from the date of delivery. If you wish to return an item that is faulty, please email sales@Intentionaldesigns.co.uk quoting your order number and stating why you want to return it. You will be supplied with an RMA returns number which must be written clearly on the return packaging.

What Can Be Returned

Most of our non-personalised products can be returned. All returns must be undamaged, free from cosmetic or other dirty marks and be returned with their original labels and packaging. Once the returned items have been received by Intentional Designs Limited and inspected a full refund (excluding delivery or returns costs) or product exchange will be given.

What Cannot Be Returned

Personalised items cannot be returned due to incorrect sizing by the customer, unless there is a manufacturing fault. All products are checked prior to dispatch. Therefore, please ensure that all product sizing and original artwork is correct, as Intentional Designs Limited cannot accept liability for items with incorrect spelling or grammatical errors made by the customer. Any items where there are spelling or grammatical errors or garment sizing errors made by Intentional Designs Limited, will be refunded or exchanged (excluding delivery charges).

Personalising Provided Garments

Where a customer supplies their own garments for decoration, any errors, omissions or damage shall be strictly limited to the cost of the personalisation of that garment. Personalisation of supplied garments is done so at the owner's own risk.

Guarantee

All products offered are guaranteed to arrive in good condition. We can only offer a refund for unwanted goods for 7 (seven) days after receipt. We will then provide a full refund for the goods minus our carriage charge. In the event of a claim, please return the products with a copy of the original invoice to:

Intentional Designs Limited, Lifecentral Buildings, Little Cornbow, Halesowen, B63 3AJ. Please clearly identify the problem with the item. All items must be returned in the same condition they were received in.

Right to Cancel Order

To cancel any non-personalised order, you can e-mail, telephone, or write to us quoting your order number within 7 (seven) days of receipt. You must take reasonable care of the items, and packaging. Goods must be returned to us within seven days of your notice to cancel. Items may be returned to Intentional Designs Limited, at the above shown address. All goods are returned at your own expense unless the item is deemed faulty or incorrect, where we will refund the cost on receipt of the goods. Should you require your unwanted goods to be collected, we will deduct the appointed couriers' direct costs from the refund given. Providing the items are received back in an unused condition, and with all packaging, you will receive a refund within thirty days of your notice to cancel.

Force Majeure

We will not be liable for non-performances of our obligations caused or resulting from industrial disputes or any other circumstances beyond the reasonable control of the company such as act of God, riots, civil commotion, flood, fire and legislation. If by reason of such circumstances it shall become impossible within a reasonable time for the company to wholly or partly supply the items ordered then the customer's liability will be limited to the value of the items already supplied together with any associated delivery charges.

Content

Any information displayed on our web site(s) or other printed matter by the company is not regarded to be authoritative or certified as the best practice and is only considered to be useful supplementary advice to other certified codes of practice. All information on our web site is updated regularly.

Pricing and Print Errors

Prices and specifications are checked to the best of our ability, and whilst every effort has been made to make them accurate, no responsibility will be accepted for errors and omissions. We reserve the right to alter our prices and specifications without notice.

Ownership of Goods

All items supplied to the customer remain the property of Intentional Designs Limited until final payment of all sums owing in respect of those goods has been received in full by us.

Complaints

Any complaint can be communicated directly to Intentional Designs Limited. We will endeavour to deal with your complaint within five working days of receipt. In the event where we cannot resolve your complaint immediately, we will advise a likely time scale to you and keep you informed of any investigation.

Privacy Policy

This privacy policy covers Intentional Designs Limited, its Web sites, and any other method of selling. You can browse our site(s) without disclosing any personal data to us. Any links to third party web sites are covered by the third party's privacy policies. We do not automatically log personal data nor do we link information automatically logged by other means with personal data about specific individuals. We will collect and store information about you to allow us to firstly, process and fulfil any order requirements and secondly to provide you with the best possible service. We will collect and store any personal data that you may volunteer whilst using our services, e.g. (registration, placing an order or requesting a catalogue). The information key symbol is shown wherever we collect data. All information is collected lawfully and in accordance with the Data Protection Act 1998. We will use the data for our own marketing purposes, including market research and to keep you up to date with any offers or information regarding our stores or direct sales channels. The type of information that we will collect will include:

- * **Your title and name**
- * **Known address**
- * **Contact telephones numbers**
- * **E-mail address**
- * **Order and Payment details**

Individuals registering their details online may do so on the understanding that they are aware of the intended purpose for the collection of data. They may be sent further information / communication via email, and post. Our website contains links to third party websites operating their own terms and conditions and privacy policies, Intentional Designs Ltd is not responsible for the policies of any linked third-party sites.

Security

We are fully committed to providing full security both through our on-line and mail order service. We use secure providers for our on line transactions to ensure that your details are safe for all sales transactions with us.

Access to information

We will aim to always hold accurate and up to date information about you. You can gain access to information that we may hold about you by writing to Intentional Designs Limited at the address above. We will provide you with a readable copy of any personal data that we may hold about you, within thirty days of receipt of your request. We will require proof of your identity before releasing any data. We will provide the information at a charge of £10.00 + VAT payable with your request. In instances where you find information that we hold about you to be inaccurate we will correct or delete it promptly. We reserve the right to refuse to provide a copy of any personal data held, but will give reasons for our refusal. If you should have any queries regarding our privacy policy or terms and conditions, please contact us directly. If you are currently receiving information from us and would prefer not to, please email us at sales@Intentionaldesigns.co.uk with "No further mailings" in the subject box. Please provide your invoice number and postcode.

Contact Details

Intentional Designs Limited
Lifecentral Buildings
Little Cornbow
Halesowen B63 3AJ