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 Email info@carolondon.co.uk

New Customer Form

To help us set up your account and so we are able to offer credit, please complete the details below.

YOUR COMPANY'S DETAILS

Company name:
 Main Contact:

Address for invoices

Address for deliveries

Postcode:
 Country:
 Telephone:
 Fax:
 Email:

Postcode:
 Country:
 Telephone:
 Fax:
 Email:

DETAILS FOR TRADE REFERENCES

Please supply names of two suppliers from whom we can contact to supply a credit reference, with whom you spend a monthly amount equal to or greater than the amount you anticipate spending with us.

Trade Reference 1

Trade Reference 2

Name:
 Address:

 Postcode:
 Tel:
 FAX:

Name:
 Address:

 Postcode:
 Tel:
 FAX:

I (we) apply for a Credit Account and agree to abide by the terms and conditions of sale of Caro Designs. I (we) agree to observe the payment terms agreed.

Name:
 Signed:

Position:
 Date:

Please tick the box to show that you accept our Terms & Conditions below

TERMS AND CONDITIONS

Payment Terms:

1. Account Customer payments - Strictly 30 days net from invoice date on account approval.
2. New Customer payments - Advance Payment by pro forma.
3. We accept the following payment methods for UK orders: BACS , Business Cheques, Paypal and Credit Cards - (Visa, MasterCard, Debit ,Switch Maestro, Solo). For overseas payments, we accept CHAPS transfers, Paypal or Credit card (but not Mastercard).
4. Orders must be cancelled within 14 days from the date of issue. Manufacturing of goods for orders will commence after this time, therefore orders cannot be cancelled.
5. Any cancellations of orders will incur a fee of 50% of the total value of the order. Failure to comply with this procedure may result in legal proceedings.
6. Represented or unpaid cheques will incur a £30 handling charge.
7. Interest will be charged on overdue balances in accordance with the Late Payment of Commercial Debts (Interest) Act at the rate of 8% above the prevailing Bank of England base rate.
8. All sample requests will be regarded as orders and must be paid for.

Order Value and Shipping

1. Minimum order value is £350.
2. Carriage is not charged for orders over £350 in UK mainland. Orders under £350 will incur delivery charges - average cost is £10 per shipment.
3. For deliveries to Rest of the World customers (excluding the USA), carriage is payable according to weight of package and delivery method. This will be calculated and billed to the customer at the time of shipping.
4. Whilst every attempt is made to complete shipments in one delivery, we reserve the right to make part deliveries.

Return Policy

1. Claims of shortages or discrepancies must be notified in writing within 7 days of delivery.
2. **Damaged or defective goods** - if on delivery goods are found to be defective in merchantable quality, the customer must notify **Caro** in writing within 7 days otherwise no liability can be accepted by **Caro**.
3. Caro London is under no obligation to accept the return of perfect garments correctly supplied.
4. Returns will not be accepted unless by prior arrangement with **Caro** and then only if accompanied by a letter on headed paper giving the reason.

Liability

Caro will not accept any liability for any loss of profit or consequential losses suffered as a result of erroneous delivery or otherwise.

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