

Trading Account Application

Return signed application form to Trade Health Pty Ltd

PO Box 6618, Baulkham Hills BC NSW 2153 Tel: 02 8883 3131 Fax: 02 8883 3040

Web: www.tradehealth.com.au

The applicant applies for a trading account with TradeHealth Pty Ltd ABN 80 108 083 263.

Business/Company Name: _____

Trading Name: (if different to above) _____

ABN: _____

Type of Business: Company Partnership Sole Trader

Industry: Naturopath Health food Store Pharmacy/Chemist Other (specify) _____

Street & Delivery Address: _____

Postcode _____

Billing Address: _____

Postcode _____

Phone: _____ Fax: _____

Mobile: _____ Email: _____

Terms of Trade

1. ORDERS

- 1.1. We accept orders by email, fax or phone. Orders placed prior to 12 noon can generally be shipped same day.
- 1.2. Goods will not be dispatched if the orders have not been paid for prior to shipping.

2. PAYMENT TERMS

- 2.1. We accept payment of MasterCard or Visa on order. We also accept payment by direct deposit or cheque, which must be received prior to shipment of your order.
- 2.2. If goods are shipped prior to payment, then the customer agrees to reimburse Trade Health for all costs incurred by Trade Health in respect of collecting any of the customer's overdue accounts, including costs incurred as a result of entering the customer's premises to reprocess the goods, costs of any collection agency engaged by Trade Health or Trade Health's legal fees.

3. RISK AND TITLE OF GOODS

- 3.1. Risk in the goods passes to the Customer when the goods are delivered to the Customer's premises.
- 3.2. Title to the goods passes to the Customer on payment by the Customer of the purchase price for those goods and all delivery and insurance costs in relation to the goods.

4. CLAIMS FOR DAMAGES, SHORTAGES OR INCORRECT GOODS

- 4.1. Claims for damages, shortages or incorrect goods must be made in writing within 48 hours of receipt.
- 4.2. Return of incorrectly dispatched goods must be made within two weeks of invoice/dispatch date in order to qualify for a credit.

5. REFUND POLICY

- 5.1. Trade Health Pty Ltd will offer a choice between a refund or re-supply of goods in the following situations:
- 5.2. The customer can demonstrate that the goods never arrived. This must first be substantiated with the courier company. If the courier company can prove that the goods were received by producing a signed delivery docket then no refund shall be given.
- 5.3. The customer can demonstrate the goods were damaged due to faulty packaging.
- 5.4. In the case of Credit Card refunds, Trade Health Pty Ltd will only refund back to the original card used to purchase the goods. Under no circumstances will a refund be made to a credit card if the goods were originally purchased using another method of payment.

6. PRICING & TERMS AND CONDITIONS

- 6.1. All prices may be subject to change without notice.
- 6.2. These terms and conditions may be subject to change. Changes to terms will be shown on our current invoices, pricelists & order forms.

7. STOCK GUARANTEE

- 7.1. Trade Health guarantees to accept back all slow selling stock returned after a period of six months from the initial supply.
- 7.2. A full refund will be paid less any damaged stock.
- 7.3. A Returned Stock Authorisation must be issued by Trade Health before the returned stock will be accepted.

By signing below, you agree that you have read our terms and conditions of trade, and agree to be bound by these terms, unless otherwise agreed to in writing.

Signed: _____ Date Signed: _____

Name of Signatory: _____ Position: _____