

ACCOUNT OPENING FORM

Please fill in all details otherwise your account may not be opened

Details of Applicant			
Company name			
Trading name			
Registered Company Address			
Company registration no		VAT No	
Names of registered Owners/Directors			
GPhC premises no		WDA(H)?	Yes No N/A
		WDA No. (please enclose copy plus GDP Certificate)	

Contact information			
Ordering contact name		Ordering contact position	
Ordering contact email			
Ordering contact phone		Ordering contact fax	
Payment contact name		Payment contact position	
Payment contact email			
Opening hours	Monday	Friday	
	Tuesday	Saturday	
	Wednesday	Sunday	
	Thursday		

Invoice address	Delivery address
Postcode	Postcode

Declaration

- Payment terms – **(TO BE AGREED BY CUSTOMER BY ORDER TYPE)**
- All goods must be checked against your invoice upon receipt of delivery and any breakage or discrepancies must be reported within 3 working days. Return of goods must follow the procedures outlined in the Goods Return Policy
- Title of goods shall remain the property of Infohealth Ltd. until payment for the goods received in full. Acceptance of delivery indicates agreement to these Terms and Conditions.

I/We hereby request Infohealth Ltd. to open a credit account and authorised by my company to do so. I, being an authorised person of this business, do agree that payment of all accounts will be received Infohealth Ltd. within your stated terms.

I/We appreciate that adherence to this obligation is the essence of the contract between us. The applicant acknowledges this having received a copy of Infohealth Ltd.'s Terms & Conditions of Sale and agrees to all the conditions therein.

Signature	Date
Print name	Position

Completed forms to be emailed to wholesale@infohealth.co.uk or faxed to +44 (0)870 136 2354

TERMS & CONDITIONS OF SALE

1. Contracts

Acceptance by Infohealth Ltd, 28 Chipstead Valley Road, Coulsdon, Surrey. CR52RA. United Kingdom (hereinafter called the 'Company'), of any orders placed by the customer (hereinafter called the 'Customer') shall constitute a contract between the Company and the Customer upon subject to the following Terms and Conditions to the exclusion to the extent permitted by law of all other warranties and conditions expressed or implied by law or otherwise. The company shall be deemed to have accepted an order upon delivery of the goods in performance of the order. The customer shall be deemed to have accepted the terms and conditions of the company by placing the order.

Calls may be recorded or monitored for training and security purposes.

2. Prices

- a) Prices and delivery terms are without engagement and may be subject to variations without notice.
- b) All goods are subject to Value Added Tax (VAT) at the prevailing rate.

3. Carriage – don't charge

Orders over the value of £500.00 will not incur a carriage charge for Next Day delivery, within the UK..

4. Payment Terms – to be agreed by order type – wholesale on delivery – limited 30 days

- a) Payment is due by the end of the month following the date of invoice. The account will be deemed to be overdue in the event of non-payment by the date due.
- b) In case of non-payment of the account by the due date, orders will not be assembled without further notification.
- c) The Company reserves the right to charge the Customer interest at a rate of 2% per month for every month on the amount which remains overdue, as well as further legal and administration fees should the account default.

5. Title of Goods

- a) Title of goods shall remain with the Company until payment for the goods has been received in full.
- b) The Company is entitled to retake possession of unpaid goods if:
 - 1. The Customer has failed to pay for the same in accordance with Contract. 2.The Customer shall become insolvent or bankrupt

GOODS RETURN POLICY

In order to comply with MHRA guidelines on Good Distribution Practice of medicinal products for human use, please note our conditions below regarding returns.

All goods must be checked against your invoice upon receipt of delivery and any discrepancies must be reported back to us **within three working days of receipt of goods**. Goods can only be physically returned by prior agreement with Infohealth Ltd.

Please note that 'Specials' are non-returnable; this is in conjunction with MHRA regulations.

When reporting a claim, customers will be asked for the following information:

- Name and Address of the customer
- The Invoice Number on which the goods were supplied
- The date of the Invoice
- The description and quantity of the goods against which a claim is being made
- The reason for the claim

You may also be asked for the following depending on the nature of your claim:

- The batch number of the goods against which a claim is being made
- Photographic evidence of any physical damages

Once a claim has been reported, you will be issued with a reference number and the Customer Service team will investigate your claim.

Any credits will usually be made within fourteen working days, subject to all the correct information and proofs requested having been provided.

Return of goods Infohealth Ltd

All goods that are to be returned must follow these guidelines:

- Goods can only be physically returned by **prior agreement** with Infohealth Ltd
- The Returned Goods Form sent to you must be completed and sent back to us prior to returning the goods – returns will only be authorised once this form is complete with all the information required
- Goods must be returned within **three working days from receipt of goods**
- Goods must be stored in accordance with the manufacturer's guidelines, adhering in particular with the appropriate temperature storage conditions
- Goods must be packed in a secure box with a copy of the Returns Note that has been issued to you
- The box must be clearly labelled with our address

Goods will not be acceptable for return if they have been re-labelled in any way or if any tamper evident seals have been broken. If goods returned to us are found to have not been supplied by us, they will be deemed unacceptable for return.