

# CUSTOMER REGISTRATION FORM



## CUSTOMER

CUSTOMER TRADING NAME:	
ADDRESS:	COMPANY REGISTRATION No:
	VAT No:
	TELEPHONE:
	FAX:
POST CODE:	E-MAIL:
REGISTERED OFFICE (IF DIFFERENT FROM ABOVE):	
ADDRESS:	TELEPHONE:
	FAX:
	TELEX:
	POST CODE:

### TYPE OF COMPANY (PLEASE TICK AS APPROPRIATE)

LIMITED COMPANY:	PUBLIC LIMITED COMPANY:
PARTNERSHIP:	SOLE TRADER:
PARENT COMPANY NAME:	

### COMPANY PREMISES (PLEASE TICK AS APPROPRIATE)

FREEHOLD: <input type="checkbox"/>	LEASEHOLD: <input type="checkbox"/>	RENTED: <input type="checkbox"/>
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### COMPANY DETAILS

NUMBER OF YEARS TRADING:	CREDIT LIMIT REQUIRED:
CONSUMER CREDIT LICENSE NUMBER: (Please enclose a copy)	ANNUAL TURNOVER:
TOTAL NUMBER OF OUTLETS:	TOTAL NUMBER OF STAFF:
NATURE OF BUSINESS:	
HAVE YOU DEALT WITH US BEFORE IN A PREVIOUS COMPANY? YES/NO.	
IF SO, WHICH COMPANY:	

### BANKERS

BANK:	
ADDRESS:	
POST CODE:	ACCOUNT NAME:
SORT CODE:	ACCOUNT No:

### TRADE REFERENCES

1	NAME:			
	ADDRESS:			
	POST CODE:	TELEPHONE:		
2	NAME:			
	ADDRESS:			
	POST CODE:	TELEPHONE:		

### NAMES & ADDRESSES OF DIRECTORS/PARTNERS/SOLE PROPRIETOR (Please use customer letterhead as a continuation sheet)

1	NAME:			
	ADDRESS:			
	POST CODE:	TELEPHONE:	MOBILE:	D.O.B.
2	NAME:			
	ADDRESS:			
	POST CODE:	TELEPHONE:	MOBILE:	D.O.B.

We have read your Conditions of Sale set out overleaf and agree that they superseded any Terms and/or Conditions confirmed in our purchase order and that any change to these Terms and Conditions must be agreed by both parties in writing prior to goods being delivered.

The information which you provide may be disclosed to a licensed credit reference agency which will retain a record of the search. It may be used by other lenders in assessing applications from you and other members of your household and for occasional debt tracing and fraud prevention.

SIGNED: .....TITLE:.....DATE:.....  
(AUTHORISED SIGNATORY)

SIGNED: .....TITLE:.....DATE:.....  
(AUTHORISED SIGNATORY)

## Terms & Conditions

We aim to provide superior and reliable products and quality services that our customers can depend on.

All goods are sold upon the following terms and conditions of Xion Security Distribution Ltd (the Supplier).

All prices exclude VAT and Delivery (see below) and may change without prior notice. Trade installers are given further discount to prices visible to the public on our website.

### **CREDIT TERMS**

Should you apply for and be successful in obtaining a credit account with the Supplier, our credit terms are strictly 30 days end of month.

### **ORDERING (credit account)**

For credit account holding customers, orders should be emailed to us where ever possible. Orders should state: your account number - if applicable; an order number/reference; the full delivery address including POSTCODE; name of an authorized receiver site telephone number and/or mobile, requested delivery date (see below).

All orders, should be received by 4.00pm to maximize the possibility of next business day delivery subject to payment/availability of stock. Any orders received after this time may be processed the following working day. We will make every effort to dispatch your goods ASAP and always aim for next working day delivery - but this cannot be guaranteed.

### **Delivery**

For orders over £400 excluding VAT, delivery is free of charge otherwise delivery charge will be added to all orders - from £9.99 (UP TO 20 KGS) + VAT. For heavy/bulky items e.g. Cable etc. - Additional weight (in excess of 20Kg) may be charged at a price of £0.35 per Kilo.

No liability will be accepted for any loss or damage caused by delay in delivery however caused. The risk in goods passes to you upon delivery/collection.

It is the Customers responsibility to inform the Supplier in writing by email/post of any shortages, errors or damages in delivery within 48 hours, from dispatch date, after which it will be deemed that the delivery has been accepted, complete and to the Customers satisfaction.

### **TRADING HOURS**

OPENING HOURS: Monday – Friday: 8:30 - 5.00pm

## **PAYING FOR GOODS**

We accept payment by most convenient methods including cash, cleared bank transfer, Visa, MasterCard, Switch, Delta, Solo and Maestro. Full payment must be received and cleared before goods will be dispatched.

### **Account Opening (Credit account)**

Before accepting an account we initially require: 1) Xion Security Distribution Ltd Terms and Conditions to be signed in agreement 2) Completed account application form. 3) To build trust and goodwill the customer must accumulate purchases of £1,000 (net) to be paid upfront in full before a credit account will be considered. For an account application form please telephone or email us. Applications may take 7-14 days to be processed depending on the trade references supported.

The Customer gives full authority to Xion Security Distribution Ltd or its Agents to carry out any searches, credit enquiries, request references, information etc. from credit and enquiry agencies, existing Suppliers, banks etc. - both corporate and personal (Directors) - for any reason and at any time prior to and during the currency of the trading relationship. The Supplier reserves the right to amend/withdraw credit facilities at any time and for any reason.

### **Timely Payment**

It is the Customers responsibility to ensure that sufficient funds for payment are/will be available in readiness for timely payment of all amounts owed to us. If you are in any doubt as to whether or not you will be able to pay in full and on time then please do not order. We operate a no-tolerance policy for late/non-payment (see below).

Specifically, but not exhaustively, the Customer expressly agrees not to order goods [notwithstanding the above] if they - or if in any doubt as to whether they: i) Have cash flow problems, ii) Are reliant on payment from their [End User] Customers) as the sole means of paying the Supplier invoice(s) pertaining to those goods, iii) Have other conflicting commitments at or around our payment due date - such as wages, VAT, Tax, NI, other Suppliers etc. which would result in late/non-payment to us.

### **Late/Non Payment**

Should the Customer fail to settle invoices/any amounts due within credit terms, we will: suspend or cancel any further deliveries and charge interest - backdated from invoice date, charge overdue accounts an 8% late payment charge and interest at 2.5% over the Bank of England base rate; plus claim compensation for debt recovery costs incurred as a result of late payment and charge for our time (see Labour rates below). It is the Customers responsibility to pay all amounts owed on time.

### **Title of Goods**

Title of/interest in all goods delivered to/collected by the Customer - or its Agents acting on their behalf - belong to Xion Security Distribution Ltd until the time of receipt by the Company of all sums payable, whether in respect of the goods or otherwise, in full.

We may at any reasonable time enter upon your and / or your Customers premises to recover goods in the event of non-payment of any amounts owed to us. To protect your

Customer, You agree to hold any deposits/payments paid for the equipment up to the value of the invoice, in trust ready for timely payment to us.

Due to continual product development/improvements and/or in the event of equipment/component shortages, however caused, goods supplied may from time to time differ- brand/specification/price - from those listed above. We will endeavour to inform the Customer beforehand of any such changes, including changes in price if only an alternative product is available.

### **Guarantee**

Unless stated otherwise, all goods are guaranteed for 12 months from date of invoice. Guarantee excludes "fair wear and tear - damaged by normal wear and tear, defects resulting from negligence or misuse, unauthorized modification, operating or storage outside of environmental specification, damage in transit or from external elements such as lightning, electrical surges, theft, accidental or malicious damage are not covered under any warranty claim - this list is not exhaustive.

PLEASE NOTE: there are no user serviceable parts in any of our equipment. If the Customer returns any suspected faulty equipment with signs of tampering, including serial number label, broken security seal etc. without the express written authorization from us, then this will automatically invalidate the warranty. In any warranty dispute, as to what is or is not covered, our sole decision is final.

### **Returns Procedure**

No goods may be returned without the authority from us. In all events the Customer must provide proof of purchase. Please ring to report your suspected fault. If goods need to be returned to us, please use the RMA form in the returns section on our website and obtain a returns number which must be clearly visible / identifiable on the external packaging of the returned goods. Unauthorized returns, posted and/or hand delivered to our office, whether signed for/accepted, in error or not, will NOT be accepted/processed.

Returns, tested and found to have a genuine manufacturing defect parts and workmanship, within our Guarantee period (see above) may at our sole discretion be either (in this order) repaired, replaced free of charge with a new or equivalent condition unit - of the same or similar model / spec - or refunded, as we see fit. It is the express responsibility of the Customer to return goods under warranty claim carriage paid

It is The Customer's responsibility to send back any suspected faulty goods through a carrier that provides proof of delivery by signature.

### **Loan items**

At our sole discretion, subject to a written loan agreement, goods may be loaned to Customers for any period up to 30 days on a 'Sale or Return' basis, free of charge for account holders, within credit limit, only. Non account holders have to pay for any loaned goods upfront, 100% refundable deposit basis, on the express agreement that

we will completely refund all monies paid subject to the goods being returned carriage paid in an immaculate 'immediately resalable' condition. All Customers will be invoiced for the goods - irrespective of whether the loan was written/verbal - if they are not returned within 30 days.

### **Modifications**

If any leads/cables/connectors are damaged or tampered with on any sealed units or warranty stickers are broken, the warranty is void.

### **Suppliers Liabilities**

We will not be responsible for any loss or damage suffered by the Customer, any Third Party and/or its Agents/representatives whether direct or consequentially arising from: any delay in delivery of equipment breakdown or failure of equipment or from any delay in effecting repairs, adjustments or the fitting of any replacement parts; any representation concerning the equipment which has been made to the Customer unless the same has been made to the Company in writing; any loss or damage or injury to any person or property arising as a result of the use of the equipment however caused.

In any dispute, of whatever nature, the maximum liability of Xion Security Distribution Ltd is either replacing or crediting the invoiced value of goods in respect of which any kind of claim is made.

We shall not be responsible or liable for its failure to perform its obligations, if such failure is beyond the control of the Supplier, whether caused by acts of god, unavailability or shortages of materials of energy to produce and/or deliver the goods by usual modes of transportation, fire, flood, war, embargo, strikes, labour disputes, explosions, riots, of Laws, rule, regions, restrictions or orders of any governmental authority, or any other cause, other than financial, beyond the control of the supplies and its Suppliers.

### **Out of Warranty items**

Out of warranty, either time expired and/or invalidated, suspected faulty equipment returned, carriage paid, for testing/repair will be subject to a minimum inspection charge of £45 + VAT per unit. The Customer agrees that the Supplier, although we will endeavour to, is under no obligation to repair any out of warranty items, for whatever reason. We reserve the right to charge all customers upfront (100%) for this service. Written repair quotes available on request.

### **Labour Rates**

We reserves the right at our sole discretion, to charge for our Companies time when undertaking any work -whether authorized or not - on behalf of the Customer. Examples of chargeable items, this list is not exhaustive, No Fault Found returns, any time spent on debt collection whatsoever. The Xion Security Distribution Ltd charge out rate, within office hours, per person is: £10 per one hour or part of.

## **General**

The interpretation and performance of these conditions will be governed by the law of England & Wales.

If any terms are unlawful then they may be altered/removed/reworded without affecting the remaining conditions. Due to any unforeseen global/national/local economic conditions, (including currency fluctuations, item shortages/unforeseen demand etc.) prices and specification may change without prior notice, for any reason and at any time.

Although we take great care to ensure that the details contained in our literature are correct, Xion Security Distribution Ltd takes no responsibility/liability for any errors or omissions, however caused.

At our sole discretion, this document may be reviewed/amended at any time and for any reason in the future by means of alteration/addition/omission.

IMPORTANT: You are under no obligation to conduct business with ourselves. Please do not purchase from us if you are not entirely happy and/or do not agree unreservedly to and/or are unsure of any of the above. However we aim to provide superior and reliable products and quality services that our customers can depend on. But please remember that like you, we are in the business to make a profit from what we do.

Please sign and Return to [sales@xionsecurity.co.uk](mailto:sales@xionsecurity.co.uk) or post to Xion Security Distribution Ltd, Unit 19 East Side, Cambrian Industrial Estate, Coed Cae Lane, Pontyclun, CF72 9EW