

## Volpes Hospitality Client Application Form

This document consists of two sections:

Section A: General Details

Section B: Credit Details (applicable only if applying for credit facility)

Volpes Hospitality Clients receive the following benefits:

- discounted price on all VOLPES merchandise, with no minimum purchase requirements
- regular updates about special offers and promotions
- quick and easy way to get great linen at great prices without delay
- credit facility (available from Head Office and for pre-approved customers only)

### Section A- General Details (applicable to all customers):

Account Type (tick 1 or more boxes where applicable):

Credit account- **Call Centre**  Please complete section A & B

Cash account- **Call Centre & Retail store**  Please complete section A only

Business Details:

Registered Name / Name of Proprietor \_\_\_\_\_

Trading Name \_\_\_\_\_

Registration No. \_\_\_\_\_ VAT No. \_\_\_\_\_

Date Established \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Nature of Business (e.g. B&B, hotel) \_\_\_\_\_

Postal Address \_\_\_\_\_ Post Code \_\_\_\_\_

Street Address \_\_\_\_\_

Telephone No. \_\_\_\_\_ Cell No. \_\_\_\_\_

Email \_\_\_\_\_

Type of Business:

Sole Proprietor  Partnership  Public Company

Private Company  Trust  Closed Corporation

Buying Contact:

Name \_\_\_\_\_ Cell No. \_\_\_\_\_

ID No. \_\_\_\_\_ Fax No. \_\_\_\_\_

**Section B- Credit Details (applicable only if applying for credit facility)**

Credit limit Requested R \_\_\_\_\_

Banking Details

Bankers \_\_\_\_\_ Branch code \_\_\_\_\_

Account Type \_\_\_\_\_ Branch \_\_\_\_\_

Account Name \_\_\_\_\_ Account Number \_\_\_\_\_

Credit Card Type \_\_\_\_\_ Expiry Date \_\_\_\_\_

Card Number \_\_\_\_\_ Reverse Code \_\_\_\_\_

Trade reference

Name	Contact Person	Telephone	Monthly spend
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Details of owners (directors/members/partners/sole proprietor)

Name & Surname	ID number	Residential address	Telephone number (h)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**VOLPES GENERAL TERMS AND CONDITIONS OF SALE**

1. Quotations are valid for 14 days.
2. **Order processing policy** :
  - 2.1 Cash orders will only be processed once payment has been received
  - 2.2 Credit orders will only processed on receipt of a signed quote, subject to credit terms approval
3. The service and advice of Volpes personnel is given in good faith under conditions prevailing and in accordance with information known at the time when rendered or given. Volpes shall not be responsible for the effects of any subsequently changed circumstances on the services and advice, nor for the consequences of any advice being disregarded.
4. Volpes shall not be liable for any consequential loss or damage suffered by the client including, but not limited to loss of profit, business revenue, goodwill or anticipated savings.
5. Ownership of any goods sold shall not pass to the purchaser until the purchase price in respect thereof has been paid in full.

6. Interest will be charged on overdue accounts at the rate equivalent to 0.5% above the prime bank overdraft interest rate, charged from time to time by Volpes main bankers; and such interest shall be payable by yourself to Volpes on demand.
7. No transaction will be entered into without an official order and authorized signature.
8. **Volpes returns policy** :
  - 8.1 We stand behind our product with a **30-day money back guarantee**, provided the product has not been used, washed, damaged or soiled, and is still in its original packaging
  - 8.2 Pursuant to the Consumer Protection Act (2008), customers are permitted to return goods within a period of 6 months, in the case of a manufacturing defect. Volpes reserves the right to have the product returned to us for inspection before a replacement is sent.
  - 8.3 Custom-made items: Since each order is made to your individual specifications, we cannot accept any returns for any reason other than a manufacturing defect.
- 9 Orders cannot be cancelled after confirmation of the order has been given.
- 10 We hereby specifically consent to the jurisdiction of the Port Elizabeth Magistrate's Court for the recovery by Volpes of any amounts owing to it notwithstanding that such amounts exceed the normal jurisdiction of the Port Elizabeth Magistrates Court. Volpes shall at its opinion be entitled to institute proceedings notwithstanding the afore going consent in any other Court of competent jurisdiction at its own discretion.
- 11 All legal cost incurred to collect outstanding debts will be borne by the debtor.
- 12 Any person who signs this application hereby binds himself as surety and co-principle debtor for any amounts which may be owing now or in future as a result of this application and hereby chooses the address of the applicant as his domicilium citandi et executandi.
- 13 These conditions shall constitute the agreement between the purchaser and the creditor and no modification thereto shall be binding upon either party, unless made in writing and signed by both parties.

**14 Volpes Hospitality Card Policy :**

- 14.1 This card can only be used by the signee (on the reverse of the card) or with a signed letter of consent from the signee.
- 14.2 It can take up to 2 business days for the Hospitality Card to be activated, once this application has been faxes or returned to VOLPES
- 14.3 Discounts will not be applied retrospectively. The card must be present prior to payment
- 14.4 VOLPES reserves the right to cancel this card at its own discretion.

I, \_\_\_\_\_ (full name) hereby declare that I have read and understood the terms and conditions of the Volpes General Terms and Conditions and am duly authorised to sign on behalf of \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_