

Application for credit facility with Hetta

Unit 9, Taurus Park, Gemini, Warrington WA5 7TZ



Account name:

Contact name:

Address:

Telephone no:

Fax:

Email address:

Accounts contact name:

Accounts email address:

Style of organisation (e.g. Limited, sole trader etc):

If a sole trader/partnership, please provide home address(s) and telephone no.

VAT registration no:

Company registration no:

Nature of business:

Date trade commenced:

Credit limit applied for:

£

This credit limit reflects the maximum amount of credit allowed at any one time.

References

Bank name:

Telephone no:

Trade references

Company name/contact name/telephone no:

Company name/contact name/telephone no:

I/we confirm that I/we have read and accept the Terms & Conditions of Sale and Returns Policy attached. I/we understand that all orders will be placed on those terms (or any terms later adopted by you and notified to me/us in writing).

I/we confirm that the information given in this application for a credit facility is in all respects true and accurate.

Data Protection Notice - Words shown in bold are defined in the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

Where I provide you with personal data ("data"), I understand that the data will be held securely, in confidence and processed for the purpose of carrying out your business and associated activities ("Activities"). In considering my application, I accept that you may consult with and disclose the data to credit reference agencies, banks, credit insurers and other responsible organisations outside your business that you have nominated ("third parties"), and that such third parties may process the data.

I understand that, under applicable data protection legislation including the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018, I have the right to request access to the personal data you hold about me by making a request in writing.

Authorised signature:

Position:

Name in block capitals:

Date:

Please include a copy of your company letterhead with your application.



Terms and Conditions

Terms of Business

All orders are accepted by Hetta Systems, subject to the following conditions of sale:

Payment

For sales within the UK shall be on nett monthly terms, subject to satisfactory references, due 30 days from month following the date of invoice.

Late payment – Interest may be charged at an annual rate equal to the current lending rate plus 3% on all outstanding balances. The ownership of the goods to be delivered by Hetta Systems will only be transferred to the Purchaser when he has met all that is owing to Hetta Systems.

Until payment as aforesaid the relationship of bailor and bailee shall subsist between the parties. Until the date of payment the Purchaser, if Hetta Systems so desires, is required to store the goods in such a way that they are clearly the property of Hetta Systems.

Nevertheless, the Purchaser shall be entitled to sell the goods either in their original state or incorporated into other products as agents of Hetta Systems. But in these circumstances the title of the goods shall remain with Hetta Systems. And the Purchaser shall remain accountable for the proceeds of sale thereof.

No Extended Credit Allowed

Retention of Title – not withstanding delivery and the passing of risk, property in and title to the goods shall remain with the Seller until the Seller has received payment of the full price of (a) all Goods and/or Services the subject of the Contract and (b) all other Goods and/or Services supplied by the Seller to the Buyer under any contract whatsoever. Payment of the full price shall include, without limitation, the amount of any interest or other sum payable under the terms of this and all other contracts between the Seller and the Buyer.

Ordering

Hetta Systems will only process orders sent by email or fax, complete with a purchase order. Orders must be made by 3 :30pm for next day delivery, unless otherwise agreed by Hetta Systems in advance.

Order Cancellation

Cancellation of an order can only be accepted after prior negotiation and agreement. On no account can cancellation be accepted for items ordered on the Customer's behalf.

Returns

Returns are subject to Hetta Systems' current Returns Policy, available upon request or supplied with this application. By trading with Hetta Systems, the customer agrees to be bound by the latest version of the Returns Policy.



Shortages and Damages

Claims for shortages or damage to goods will not be accepted unless notified to Hetta Systems within 7 days from date of delivery of the goods. Full details of the circumstances on any loss must be given and packaging retained.

Availability

Generally, by return. Hetta Systems will use its best endeavours to deliver by the date specified but shall be under no liability whatsoever for delay or the consequence thereof however caused.

Technical Advice

Warranty shall not be affected by and no obligation or liability shall result from providing technical advice or service in connection with the Customer's order or the goods supplied.

Remedies and Damages

Hetta Systems shall not incur any liability for products supplied under warranty unless:

- (a) Hetta Systems is promptly notified in writing upon discovery by the customer that such goods do not conform to the warranty; and
- (b) The alleged defective goods are returned to Hetta Systems carriage prepaid; and
- (c) Examination by Hetta Systems of the goods shall confirm that the alleged defect lies with the goods and has not been caused by misuse, neglect, method of storage, faulty installation, handling, testing or repair, or by alteration or accident.

Hetta Systems shall not be liable for incidental or consequential damages for any breach hereof, including but not limited to costs or removal and re-installation of goods, loss of goodwill, loss of profits or loss of use.



Returns Policy

Unwanted or Incorrectly Ordered Goods

If goods have been ordered incorrectly or are no longer required, you may request a return within 90 days of the original order date. The return may be subject to a re-stocking charge. Refunds will not be provided for goods that have been fitted, used, damaged, marked, or altered in any way which prevents them from being resold as new.

1. To receive the refund, returns must be received by Hetta within 90 days of the date that the goods were originally ordered.
2. To receive the refund, returned goods must be in original, complete and saleable condition with no alterations to packaging such as labels or writing. The customer is responsible for ensuring goods are packaged securely to prevent damage during transport, and the returns form must be included with the goods.
3. All returned goods are subject to inspection by Hetta Systems upon receipt before any credit is approved.
4. If any unwanted goods are not in their original condition, then Hetta will inform the customer, and a refund will not be provided. The customer will be required to arrange collection of those goods if required.
5. The goods must be returned to the address on the returns form obtained from Hetta Systems.
6. Special orders, bespoke, or non-stock items are non-returnable unless proven faulty.
7. The customer will be responsible for the cost of returning the goods to Hetta unless the goods are confirmed as faulty or incorrectly supplied by Hetta Systems.
8. Where Hetta Systems arranges a collection on behalf of the customer, the goods must be packaged correctly and ready for collection on the agreed date. If the courier attends and the goods are not available, not packaged correctly, or not ready for collection, this will be treated as a failed collection. Any additional collections, re-delivery, or failed collection charges incurred may be charged to the customer.
9. Any goods that are returned after 30 days from your original invoice date will be subject to a 20% restocking charge.
10. Any shortages, damages, or discrepancies must be reported within 7 days of delivery.



Faulty Goods

We will repair, replace or refund the cost of the goods and the delivery charge for all faulty goods under manufacturer's warranty.

All faulty returns are tested upon receipt. If the goods are found not to be faulty, damaged due to misuse, incorrectly installed, or outside of the manufacturer's warranty conditions, no credit or replacement will be issued. Hetta Systems reserves the right to charge the customer for any collection, delivery, or return costs incurred.

Proof of purchase may be required before any warranty claim is processed.

How to arrange a return

Please e-mail returns@hettasystems.co.uk with the details of your return and you will receive a reply containing a returns form and further return instructions.

It is your responsibility to ensure that returned goods reach us in good condition. They should be well packed when you return them to us. Please do not write on the product packaging and send them to:

Hetta Systems (UK) – Returns Department
Unit 9
Taurus Park
Gemini
Warrington
WA5 7ZT

Hetta Systems reserves the right to amend this Returns Policy without prior notice.

Version: May 2025

Effective Date: 1 May 2025