



CREDIT / ACCOUNT APPLICATION

ACCOUNT SOUGHT (TICK ONE)

PRE-PAYMENT

14 DAY TERMS

PRE - PAYMENT ACCOUNT ONLY

14 DAY TERMS - FILL OUT ALL FIELDS

COMPANY NAME _____

TRADING NAME _____

BANKING REF _____

LIQUOR LICENCE # _____

ABN _____

BUSINESS PHONE _____

PURCHASING MANAGER _____

MOBILE _____

EMAIL _____

DELIVERY ADDRESS

SUBURB / TOWN _____

STATE _____

POSTCODE _____

DELIVERY DAYS _____

DELIVERY HOURS _____

DELIVERY INSTRUCTIONS _____

FORKLIFT ON SITE

PLEASE TICK **ONE**

HAND UNLOAD **OK** FOR KEG / PALLET DELIVERIES (STAFF AVAILABLE TO ASSIST)

TAILGATE TRUCK REQUIRED FOR KEG / PALLET DELIVERY (THIS OPTION MAY DELAY DELIVERY)

ACCOUNTS MANAGER _____

PHONE _____

EMAIL (INVOICES) _____

POSTAL ADDRESS
(STATEMENTS) _____

SUBURB / TOWN _____

STATE _____

POSTCODE _____

DIRECTOR 1

FULL NAME _____

PHONE NUMBER _____

HOME ADDRESS _____

SUBURB / TOWN _____

STATE _____

POSTCODE _____

DRIVER'S LICENCE # _____

EMAIL (PERSONAL) _____

Have you ever been Bankrupt, or an Owner/Director of a liquidated business? _____

YES / NO

DIRECTOR 2

FULL NAME _____

PHONE NUMBER _____

HOME ADDRESS _____

SUBURB / TOWN _____

STATE _____

POSTCODE _____

DRIVER'S LICENCE # _____

EMAIL (PERSONAL) _____

Have you ever been Bankrupt, or an Owner/Director of a liquidated business? _____

YES / NO

Northdown Pty Ltd Terms & Conditions.

The credit application must be signed by a Company Director, not an employee or representative.

Northdown Pty Ltd only sells to businesses in possession of a current liquor licence. The liquor licence number supplied must be valid and Northdown Pty Ltd must be informed by the debtor of any change to the liquor licence within 14 days.

ORDERS

- Orders should be placed prior to 2pm Monday – Friday for next day dispatch.
- All orders should be emailed to orders@northdown.com.au or to the relevant sales rep's email address.
- Northdown will accept orders as sent from any staff member unless otherwise instructed.
- Phone orders will be processed, however Northdown accepts no responsibility for these being correct and all liability for incorrect stock being sent rests solely with the customer. This includes re-delivery fees, collection and return of stock to Northdown etc.
- For all orders received prior to 2pm, Northdown's dispatch & delivery schedule is as follows:
 - Monday to Thursday:** Next day delivery to Metro Melbourne and next day dispatch to all other areas.
 - Friday:** Monday delivery to Metro Melbourne and Monday dispatch to all other areas.
- No orders will be processed on weekends, or public holidays.
- No deliveries or dispatch will take place on weekends, or public holidays.
- Late orders (received after 2pm, requiring next business day dispatch) will incur a \$20.00 (ex GST) fee from the warehouse per order, which will be passed onto customer. The ability to process them for next day dispatch rests solely with Northdown and the warehouse and is largely dependent on the time the order is received.

SPECIAL EVENTS / SPECIFIC STOCK ORDERS

- If specific stock is required for an event this MUST be communicated to Northdown at the time of the order being placed. Northdown will then provide advice on how this stock will be set aside, however best practice is for all items that are in stock to be sent immediately to the customer, and for a lead time of 10 business days or more to be provided.
- While Northdown does everything in its power to ensure all specific requests are met, no guarantee is given for warehouse errors in stock management or items lost/damaged by courier companies. This includes items already invoiced for but not yet sent. Any items not received, that have already been invoiced, will be credited in full, providing the customer has followed our procedure for receiving short orders or damaged goods, as outlined below (DAMAGED / INCOMPLETE / INCORRECT ORDERS)
- If Northdown is not notified at the time of the order being placed, in writing to orders@northdown.com.au that specific items are required for an event, Northdown will not be held liable and no credits or replacement items will result from stock that does not arrive in time.

DATE SENSITIVE ORDERS

- If stock is required by a particular date this MUST be communicated to Northdown at the time of the order being placed. Northdown will then provide advice regarding the best ways to ensure the stock is received in time.
- If alternate freight arrangements are required to deliver stock within a time frame these will be discussed and the additional charges passed on in full to the customer.
- While Northdown does everything in its power to ensure orders are received in good time and that specific stock is on hand, such deliveries are not guaranteed and Northdown accepts no liability for delays due to issues outside of their control, including but not limited to 3rd party couriers, incorrect delivery instructions, and warehouse errors resulting in specific stock being sold out.
- If Northdown is not notified at the time of the order being placed, in writing to orders@northdown.com.au that stock is required for a specific date, Northdown will not be held liable and no credits or replacement items will result from stock that does not arrive in time.

ORDER CANCELLATION

- If a customer wishes to cancel an order or part thereof, notice of the cancellation must be received no later than 8.00am the following morning, via email to orders@northdown.com.au.
- If the order has already been dispatched, the customer will be invoiced for both the cost of delivery and product return to Northdown.

INCORRECT ORDERS

- If a CUSTOMER orders a product in error and wishes to return it:
 - Northdown must be advised by email to orders@northdown.com.au within 24 hours of the product being received. We will then arrange pick up to take place within the next 3 working days.
 - If no notification of a product being ordered in error is received within 72 hours of the item being received, no credit or refund will be issued.
 - The customer is liable for all associated courier fees for both delivery to them and the pick-up and delivery back to our office or warehouse.

- The item/s must be available for collection within the customer's usual delivery hours.
- Northdown will provide con notes and a manifest for the pick up, via email, to the customer who will affix a con note to each item and print the courier manifest so collection can take place. If collection has not been successful within 5 working days, despite the efforts of the Courier Company and Northdown to arrange pick up, the customer will keep and pay for the product at the originally invoiced price.
- If NORTHDOWN processes an order incorrectly:
 - The customer will notify Northdown within 72 hours in writing to orders@northdown.com.au
 - Northdown will make arrangements for the item to be collected and returned to our warehouse/office at our expense.
 - Collection will take place within the customer's usual delivery hours and all con notes/manifest etc will be provided by Northdown to the customer via email.

DELIVERY

DELIVERY INSTRUCTIONS

- Full instructions for delivery MUST be provided with this credit application.
- It is the customer's responsibility to inform Northdown via email to orders@northdown.com.au at the time of placing any order if delivery times/days/conditions have changed – even temporarily.
- If delivery cannot take place due to incorrect delivery instructions or a change in instructions that we have not been notified of, the cost of re-delivery at a later time will be passed onto the customer.
- While Northdown makes every effort to ensure delivery takes place within the desired timeframe, the customer acknowledges that this is at the control of 3rd parties with delivery drivers, traffic, unforeseen events etc.
- Delivery fees are included in item pricing for Metro and many regional areas, however some regional locations will require additional fees which will be discussed with the customer at the time of opening and account or placing the order.

POD'S

- All deliveries MUST be signed for on arrival, please see below for DAMAGED / INCOMPLETE / INCORRECT ORDERS.
- If in extenuating circumstances a customer requires stock to be delivered without signature Northdown takes no responsibility for the stock once it has been delivered. Any goods which are requested to be left unsigned for, and are tampered with, misplaced, stolen or damaged, will require full payment and will not be eligible for any credits, refunds or replacements.

DAMAGED / INCOMPLETE / INCORRECT ORDERS

- If your order is incomplete or damaged in any way, this must be noted at the time of delivery on the POD before signing. No credits or replacement stock (at Northdown's expense) will be issued for POD's that have been signed without issues noted.
- As Northdown utilizes a 3rd party delivery service, it is imperative that we are contacted at the time of delivery (or as close to as possible) if there are issues with the order. If stock is damaged or missing, no credits will be issued or replacement stock sent until we have received notification via email to orders@northdown.com.au. Wherever possible a photo of damaged stock should be provided with the notification.

PAYMENT

All products remain the property of Northdown Pty Ltd until the invoice had been paid in full, including any late payment fees.

BANK TRANSFER (DIRECT DEPOSIT)

- Our preferred method of payment is a direct deposit to the following account:
Scottish Pacific Business Finance
BSB: 484 799
ACC: 07703196
Any changes to Northdown's bank details will be issued via email to the Accounts contact provided.
- The correct Customer Trading Name, Customer Number, or Invoice Number should be listed as the reference when completing a bank transfer.
- A remittance of payment should be emailed to remittance@northdown.com.au outlining the following:
 - Invoice numbers included in payment.
 - Payment amount intended to be applied to each invoice.
- Payments received with no reference/remittance will be allocated to the oldest invoices first, which may or may not be as you intend. If Northdown is required to trace/reapply these payments the administration costs will be payable by the customer.

CREDIT CARD

- VISA & Mastercard accepted. Until Northdown's online customer platform is launched, credit card payment is via phone, please call our office on 03 9077 9085.
- A surcharge of 1.75% is applicable for all credit card transactions, except for pre-payment, providing no other invoices are outstanding.

PAYMENT TERMS

- The following are the only payment terms Northdown Craft Beer Movement accepts and may be revised by Northdown at any time:

	UNDER 12 ITEMS	12 + ITEMS OR TAP/BOTTLE CONTRACT
	DISCOUNT AVAILABLE	DISCOUNT AVAILABLE
PRE - PAID ACCOUNTS	2.50%	5%
PAID WITHIN 14 DAY TERMS	N/A	4%

PRE PAYMENT

- This applies to accounts paid either on credit card or by direct bank transfer where the account is settled PRIOR to stock being dispatched.
Discount: Customers will receive a 2.5% discount on every order, increasing to a 5% discount on orders of 12+ items (or for customers with bottle contracts). Northdown will also absorb all credit card payment fees when an invoice is pre-paid.

14 DAY TERMS

- Stock is invoiced and dispatched to customer and account is due strictly 14 days from the invoice date. 14 terms are granted at the sole discretion of Northdown and upon submission of the attached, completed and signed Supplier Credit Application Form.
Discount: Customers will receive a 4% discount on orders of 12+ items (or for customers with a bottle contract) when an invoice is paid within terms. When an invoice falls outside of terms any discounting is void and the full invoice price is payable.

- All discounts and waived fees are only applicable when all accounts held by the customer (and parties associated with the customer) are within terms.
- Northdown reserves the right to withdraw any credit facility upon any breach by the Customer, or related parties, of these Terms of Conditions or upon the Customer ceasing to trade and/or being subject to any legal proceedings and/or the Customer becoming insolvent.
- Where a customer has multiple businesses, or is associated with multiple businesses, and one falls into bad credit, enters insolvency etc, Northdown will reserve the right to change or revoke the terms of all associated businesses completely. Reinstating terms to any or all will be at the sole discretion of Northdown.

OVERDUE ACCOUNTS

- Accounts that fall into arrears will strictly be subject to the following:

1-14 DAYS

Northdown may send an automated reminder to the accounts email address listed on this Credit Application.

15 – 30 DAYS

The Customer's account will be placed on Pre-Payment terms for future orders. Returning the account to extended terms can only take place after the outstanding invoice is paid and is at Northdown's sole discretion.

31-60 DAYS

A late payment fee amounting to 12% per annum of each invoice total (GST inclusive) will be calculated monthly and applied to all overdue invoices. No further orders will be processed until payment is received.

In addition – All invoices which pass beyond 30 days overdue will incur a monthly \$15 administration fee until the matter is resolved.

60 + DAYS

If the customer has not made payment in spite of Northdown's attempts to resolve the matter, the account will be referred to a debt collection agency / lawyer. The customer acknowledges and agrees they will be liable for any and all additional fees and charges including but not limited to commissions charged at the agency's rate, as well as court and legal fees.

- It is the customer's responsibility to ensure the correct Accounts email, postal address and phone number are listed on this credit application to allow swift communication should invoicing issues arise. Any changes to contact details will be advised to Northdown within 14 days.
- In all cases, Northdown will make every effort possible to contact customers with overdue accounts, however as an invoice will be emailed at the time of the order being processed, a hard copy delivered with the stock, and a monthly statement sent by post from Scottish Pacific Business Finance, the responsibility for ensuring invoices are paid to terms rests solely with the customer.
- No reductions in late fees or charges will be made due to wrong information being provided to Northdown, a lack of communication from the customer or other circumstance outside of Northdown's control.

PRICING

- All prices shown on Northdown's stock list and website are based on taxes and statutory charges current at the time of entry. Due to the nature of these charges if there is variance between the time of the stock list being distributed and the time of the order being placed, the new price will be invoiced.
- Northdown reserves the right to amend stock pricing at any time.

INSURANCE

The Customer is responsible for any insurance cover they require at their own expense.

The Customer acknowledges sole responsibility for any damage or injury to property or person caused by using the Goods in any way, which the Customer may forfeit their rights against the Supplier.

PERSONAL GUARANTEE

I/We note that trading terms as mutually agreed upon and any terms and conditions of sale have been explained to us by Northdown. I/We guarantee payment of any and all invoices/accounts for goods purchased by the Customer, business or Company noted in this Credit Application together with any legal fees or out of pocket expenses associated with the collection of any outstanding monies including mercantile fees. I/We understand this guarantee binds me/us personally.

SIGNATURES

I certify that the information provided in this application is true and correct and that I/We am/are the company director authorized to make this application for a Pre-Payment or 12 Day Payment Terms Credit Account with Northdown Craft Beer Movement Pty. Ltd. ("Northdown"). In accordance with the Privacy Act (1988), I authorise any person or company to give information as may be required in response to this credit application.

I understand the payment terms, being that invoices are due and payable 14 days from invoice date and failure to pay invoices after a 14 day grace period may result in the account being placed on hold with no further orders being delivered without notice, until such time that all outstanding invoices are paid in full.

DIRECTOR ONE

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

WITNESS

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

DIRECTOR TWO

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

WITNESS

PRINT NAME: _____

SIGNATURE: _____

DATE: _____