



ACCOUNT APPLICATION FORM

Otter House Limited

Exe Box, Matford, Exeter EX2 8FD, UK
Tel: +44 (0)1392 824300 Fax: +44 (0)1392 826461

Registered in England No. 2655839 VAT Reg No. GB 135 538 607

OFFICE USE – PROSPECT NUMBER: _____ **ACCOUNT NUMBER:** _____

Registered Name: _____ **Trading Name:** _____

Registered Office Address/Head Office: _____

_____ **Trading Address:** _____

Post Code: _____ **Post Code:** _____

Country: _____ **Country:** _____

Tel No: _____ **Tel No:** _____

Fax No: _____ **Fax No:** _____

Email Address: _____ **Email Address:** _____

If different from above:-
Invoicing Address: _____

Post Code: _____ **Tel No:** _____

Fax No: _____ **Email Address:** _____

Contact for Payment (Name & Tel No): _____

Email Address (For E – Invoicing): _____

Type of Business:
Sole Trader Limited Co. P.L.C.
Partnership Registered Charity Other

VAT Registration No: _____ **Date Commenced Trading:** _____

Registered Company/Charity No: _____

How did you hear about us: _____

Nature of Business:
Garden Centre Pet Department
Country Store Card & Gift Mail Order/Internet
DIY Export Wholesaler/Distributor
Charity (Non-Animal) Charity (Animal) Other

Please give the names of two Directors

If a Sole Trader/Partnership, please give Full Name(s), Home Address(es) and Telephone No (s).

Full Name(s)	_____	_____
Home Address(es):	_____	_____
	_____	_____
	_____	_____
Post Code(s):	_____	_____
Home Tel No(s):	_____	_____

Trade References - Please provide two references

	Trading Reference 1	Trading Reference 2
Name:	_____	_____
Address:	_____	_____
	_____	_____
	_____	_____
Post Code:	_____	_____
Tel No:	_____	_____
Fax No:	_____	_____
Email:	_____	_____

Additional Information:

EPOS Customer:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Email Address:	_____
Book in Customer:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	(For Barcodes)	
Purchase Order Req:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Tel No:	_____
Credit/Debit Number Req:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	(For booking In)	

For EU Customers Only

STERLING Account	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	EURO Account	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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I wish to make use of online ordering though the trade website – Please set up log in's:

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Group:	AIS Store	<input type="checkbox"/>	Cardgains	<input type="checkbox"/>	Bridewell	<input type="checkbox"/>
	Club	<input type="checkbox"/>	Impact	<input type="checkbox"/>	Stagg	<input type="checkbox"/>
	RST	<input type="checkbox"/>	National Federation of Subpostmasters			<input type="checkbox"/>

Membership No: _____

Bank Details:

Account Name: _____

Bank Name & Address: _____

_____ **Post Code:** _____Sort Code:

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Number of Years/Months Held: _____

Account No:

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General Data Protection Regulation Notice

We abide by the General Data protection Regulations which came into force on the 25th May 2018. If you have any questions relating to how we process your personal data, you can contact us at any time by email at GDPR@otterhouse.co.uk or speak to one of our customer service representatives. We have an updated **Privacy Policy** on our website which explains how we process your data as well as your new rights and lots of other useful information <https://www.otterhouse.co.uk/privacy-policy>

All personal data within our systems is stored securely and is only shared with third parties when strictly necessary for purposes of performing our contract with you (for example with courier services), fulfilling our legal obligations or pursuing our legitimate interests as per our privacy policy. We will only keep your personal information for as long as is reasonably necessary and review the length of data retention periods periodically.

When we consider your application, we may consult with and disclose your data (Name and Address) to credit reference agencies, banks, credit insurers and other responsible organisations outside of our business so that we can make a reasonable assessment of your application. Under the GDPR you have the right to know what data we hold on you amongst several other new rights. If you wish to exercise any of these rights, please email GDPR@otterhouse.co.uk or speak to one of our customer service team. You also have the right to complain to a supervisory authority such as the ICO (Information Commissioners Office).

Marketing

We abide by the current PECR regulations. We may contact you from time to time by email, post, SMS, telephone, via the internet or other communication means to let you know of other products and services unless you specifically opt-out. We will always be responsible in the amount of marketing that we provide to you. We will process your personal data in relation to our direct marketing activities under the legitimate interest lawful basis for processing. If you do not wish to receive marketing from us you can opt out below or write, email or phone our customer support team. You can also opt-out by clicking the unsubscribe link on any of our marketing emails.

- Please do not send me direct marketing EMAILS (If you tick this box you will not get updates on our latest offers & products)
- Please do not send me direct marketing via POST (if you tick this box you will not receive our latest catalogues of products)
- Please do not call me in relation to direct marketing by TELEPHONE

Please read carefully the terms and conditions, before signing the Agreement

- IMPORTANT** A) COMPLETION OF THIS APPLICATION DOES NOT IMPLY OR CONFER CREDIT FACILITIES
B) WE RESERVE THE RIGHT TO MAKE FURTHER ENQUIRIES IN CONNECTION WITH THE APPLICATION
C) WE RESERVE THE RIGHT TO REFUSE CREDIT OR TRADING FACILITIES

TERMS AND CONDITIONS

1. Payment: Strictly 30 days from date of invoice. Credit card payments accepted.
2. Any shortages or queries must be notified to Otter House Head Office within 7 days. No unauthorised returns are accepted by our warehouse.
3. Orders of more than £150 will be shipped inland free of charge. For smaller orders we charge £7.00 to cover freight and administration.
4. We reserve the right to substitute any order to a maximum of 10% unless otherwise agreed in writing.
5. Different terms and conditions apply for export orders. Please enquire.
6. All prices are subject to VAT at the current rate.
7. Retention of title: All goods remain the property of Otter House Ltd until all amounts due to the company howsoever arising are paid in full.

DECLARATION We hereby request you to open a credit account. We confirm that the information given in the Credit Application Form is in all respects true and accurate. We have read and understood your terms and conditions of business and we unconditionally accept that those terms and conditions shall be the only ones that apply to all sale contracts which we may conclude with you.

Authorised Signature of Applicant: _____

Print Name of Signatory: _____

Position within Business: _____ **Date:** _____

PLEASE ENCLOSE A COPY OF YOUR HEADED PAPER WITH YOUR APPLICATION

Office Use Only	
Credit Limit:	_____
Checked By:	_____ Date: _____
Website Log In's created:	_____ Date: _____
Confirmation sent (Customer):	_____ Date: _____
Confirmation sent (Rep):	_____ Date: _____
Sales Representative:	_____
Special Instructions:	_____
