

Dear Sir/Madam,

Welcome to Mamado International Limited. You'll find we're different. In a good way.

If you worry about price or whether your supplier really has their finger on the pulse of current trends, you've come to the right place.

With Mamado, you'll enjoy low prices thanks to our market-analysis technology and long-lasting relationships with suppliers.

Our market specialists work around the clock to scout new beauty, electricals and health and wellness products. And they scan social media and online data to spot emerging trends. So you get them first.

Finally, you can be sure of our commitment to you, the customer.

Our multi-lingual staff will help you create retail and ecommerce stores (including technology), help with stock choice, help you scale, and give you a bespoke service. And if you've got suggestions for new brands? We'll actively work with you on this.

Let's get started. You can open an account with us by completing the new-customer application form below. Please note our general terms and conditions before returning the form to us.

Once again, thank you. Here's to a great working relationship.

Yours faithfully,

Management Team Mamado

## NEW CUSTOMER APPLICATION FORM

### COMPANY DETAILS

Company Name: \_\_\_\_\_

Company Type:     Salon ☐                      Retail Outlet ☐                      Wholesaler ☐  
                         Distributor ☐                      Other: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: ) \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

Date Business Established: \_\_\_\_\_ VAT Number: \_\_\_\_\_

Company Registration Number: \_\_\_\_\_

### DELIVERY DETAILS

Can accept pallets?                      Yes ☐                      No ☐

*If applicable*

Forklift/Pallet Truck?                      Yes ☐                      No ☐

*If applicable*

Pallet Type (e.g. UK/EU/US): \_\_\_\_\_

*If applicable*

Max Pallet Weight: \_\_\_\_\_

*If applicable*

Max Pallet Height: \_\_\_\_\_

***For Export Customers Only***

Freight Forwarder: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

**PERSONAL DETAILS**

Business Owner: \_\_\_\_\_

Home Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

**PROOF OF BUSINESS**

We require at least one of the following items as proof of business:

- Bank statement
- Leasing/Rental agreement
- Business utility bill
- VAT registration certificate
- Company registration certificate

## REFERENCES

Please provide the contact details for two trade references that we may contact for further information.

### Reference 1

Name of Business: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

### Reference 2

Name of Business: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

## MARKET RESEARCH

How did you hear about Mamado International Ltd?

Recommandation ☐

B2B magazine ☐

Leaflet ☐

Poster ☐

Trade Fair ☐

Website ☐

Other: \_\_\_\_\_

Further details:

## DECLARATION

I accept the terms offered by Mamado International Ltd and wish to set up an account to make purchases of Hair, Skin and Body products. I also accept that Mamado International Ltd may vary the terms of this account without notice.

Print Name: \_\_\_\_\_ Position: \_\_\_\_\_

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

## **GENERAL TERMS & CONDITIONS OF TRADE**

The following general terms and conditions of trade will apply between Mamado International Ltd. ("MMI") and its business customers unless superseded by any alternative specific agreement(s) set out in writing and formally agreed between the two companies.

### **Pricing of Goods**

Will be based on a Trade Price List supplied by MMI that is current for the placement of any order by the customer. Changes to the Trade Price List will be notified to the customer in writing before the date of implementation. Other pricing arrangements - e.g. 'Bonus Deals' - may be offered to the customer on an ad hoc basis for the promotion of specific goods. Such prices will generally only apply for a specifically defined period and will be superseded by the Trade Price List when that period has elapsed.

### **Minimum Order Value**

Where goods are to be supplied on the basis of delivery to the customer's nominated address, MMI may impose a Minimum Order Value to help mitigate the costs of delivering each order. If any order value does not reach that minimum requirement but the customer nevertheless requires delivery to be made, MMI may make an additional charge to offset some or all of the delivery costs involved. Any minimum order value will be specified by MMI prior to the commencement of trade.

### **Claims**

Any claims for a shortage, incorrect or damaged items must also be made in accordance with our Returns Policy as detailed in [www.mamado.co.uk](http://www.mamado.co.uk).

### **Product Quality**

MMI is committed to ensuring that products supplied under its own brands comply with all existing legal requirements and are of a consistent quality standard. In the unlikely event that goods supplied by MMI are found not to meet those criteria, immediate notice of the problem should be given to MMI in writing along with details of the specific batch identifier(s) that the product(s) may carry. At its own discretion, MMI may then arrange for the goods to be collected from the customer's premises and for an appropriate product replacement or credit value to be given to the customer's account.

### **Return of Goods**

Order placement acknowledges full agreement with our Returns Policy as detailed in [www.mamado.co.uk](http://www.mamado.co.uk). Please refer to our Returns Policy for eligibility to seek a return or replacement item.

### **Title to Goods**

MMI retains title to any goods that it supplies to the customer until full settlement is made. Until title passes to the customer, the goods must be held so they can clearly be identified and must not be marked or defaced in any way. MMI reserves the right to retrieve goods from the customer's premises and re-sell them if they are not fully paid for.

### **Credit Limits**

Any credit facility offered by MMI to the customer will be at the company's discretion and MMI reserves the right to review any facility given on an ongoing basis and to amend or withdraw it if it is deemed appropriate to do so. In determining the extent to which credit may be extended, MMI will take into account any or all information supplied by reference agencies as well as the customer's adherence to agreed terms.

### **Payment Terms**

Will be 30 days from date of invoice unless specifically agreed otherwise in writing. Payments by BACS or other bank to bank transfer are preferred. ETB bank details will be supplied on request. If payment for goods is to be made by cheque then payment should be presented to MMI so that the funds clear to our account within the agreed credit terms. MMI may exercise its statutory right to charge interest and a compensation fee on any overdue invoices.