

Office Use Only		
Com	File	
DDR	DDB	DDF



New Customer Package

WEB - www.riverlea.net.nz

PHONE - 06 3290883

FAX - 06 3290766

EMAIL – riverleaorders@xtra.co.nz



CUSTOMER ACCOUNT APPLICATION

Please supply full details to save any delay in approving the account

BUSINESS CONTACT INFORMATION			
Name:		Own (tick)	Lease (tick)
Postal Address:			
Delivery Address:			
Phone: Business		Phone Home:	
Phone: Mobile		Website:	
Email:		Billing Email:	
Contact Name:		Contact email:	
Contact Phone:			

BUSINESS AND CREDIT INFORMATION			
Bank Account		Branch	
Credit Limit		If a monthly account required please inquire	
Accountant Name:		Address:	
IF A LIMITED LIABILITY COMPANY			
Date of Incorporation:		Capital:	
Directors			
IF NOT A LIMITED LIABILITY COMPANY			
Date of commencement:			
Directors Name		Directors Addresses	
Directors Name		Directors Addresses	

Name:

Signed:

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CREDIT REFERENCES			
Name:		Contact	
Address:			
Email:		Phone	
Name:		Contact	
Address:			
Email:		Phone	
Name:		Contact	
Address:			
Email:		Phone	

AGREEMENT			
<ol style="list-style-type: none">1. All invoices are to be paid weekly.2. Issues surrounding products are to be made within 24 hours.3. By submitting this application, you authorise Riverlea Partnership Limited to make inquiries into the banking and business/trade references that you have supplied.4. Read, Understood and will follow the Terms of Trade and Conditions of Sale			
Signature		Signature	
Date		Date	

OTHER			
Delivery Instructions			
Access Code / Key provided?			
Opening Hours			
Kitchen/Chef Name		Kitchen Phone:	
Kitchen email:			

Name:

Signed:

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TERMS OF SALE AND CONDITIONS OF TRADE

CONTENT

While we endeavor to supply correct information at all times, mistakes, errors and omissions may occur. Riverlea Partnership Limited take no responsibility for any loss or damage, direct or indirect, resulting from the products provided.

PRICING

Prices given from Riverlea Partnership Limited are in New Zealand dollars. In some cases, the prices shown may only be valid on the website. We reserve the right to change or alter prices of any item or service at any time for any reason. We reserve the right to reject an order for any reason, if a product is unavailable or there is an error in the pricing.

PAYMENT

Riverlea Partnership Limited will accept full payment only for orders that do not have an approved account. In the case that you have a current approved credit account with Riverlea Partnership Limited, orders can be charged to your account.

Riverlea Partnership Limited will direct debit your nominated bank account weekly (Monday) or monthly on the due date and will provide an invoice in advance with details as such. Interest may be charged on amounts owing. The purchaser shall indemnify Riverlea Partnership Limited for all costs and expenses incurred in recovering any account not paid by the due date.

DELIVERY AND DELIVERY CHARGES

All orders must be supplied with a physical postal address in the North Island. We do not deliver to P.O. Boxes or rural delivery.

By selecting your own delivery address, you thereby declare you have selected the appropriate method which applies to your delivery address. Should the delivery address chosen in the order not be appropriate to the delivery address, the customer will be held responsible. We will liaise via email or

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phone to discuss any additional payment before processing your order. Riverlea Partnership Limited will not refund any losses incurred from the customer providing an incorrect delivery address.

A minimum order of \$25.00 incl. GST excluding freight will have free delivery according to our delivery schedule in Palmerston North, Feilding, Marton, Bulls, Sanson, Foxton and Foxton Beach (within 50k/m road signs). If an order is below the minimum charge a delivery fee may be charged. Outside these areas the normal freight charges will apply.

PRODUCT RANGE AND AVAILABILITY

All efforts will be made to fulfil any order placed with Riverlea Partnership Limited with quality items. Riverlea Partnership Limited reserves the right to supply substitution of similar products e.g. Colour. However, we accept no responsibility should we be unable to supply goods ordered for seasonality and availability.

RETURNS/REFUNDS

Customers have the right to return any goods deemed defective/damaged in nature. The following conditions apply to returned items:

- Where goods are being returned due to defective/damaged, they must be in original packaging.
- Proof of purchase must be provided.
- Where return is due to a defect/damage, the customer must inform Riverlea Partnership Limited within 24 hours of receiving the product.
- Freight costs to return products for credit is the responsibility of the purchaser.

Items cannot be returned if the following apply:

- If the goods have been opened and they are not defective/damaged they cannot be returned.
- Specially procured, specialty or processed products ordered are non-returnable.
- Any item that has been urgently freighted out at the customer's request is non-returnable.

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EXCHANGES

If the product is defective/damaged you may exchange it for the same product or something more suitable providing:

- The goods exchanged are to the same value or less as the product that was originally purchased.
- Proof of defective/damaged products is required before exchanges/credits will be approved.

FORCE MAJEURE

Neither party shall be liable to the other for any failure to perform any obligation under any Agreement which is due to an event beyond the control of such party including but not limited to any act of God, terrorism, war, political insurgence, insurrection, riot, civil unrest, act of civil or military authority, uprising, earthquake, flood or any other natural or manmade eventuality outside of our control, which causes the termination of an agreement or contract entered into, nor which could have been reasonably foreseen. Any Party affected by such event shall forthwith inform the other Party of the same and shall use all reasonable endeavors to comply with the terms and conditions of any Agreement contained herein.

Name:

Signed: