



Dear Sir /Madam,

Re: Customer Trade Application

Thank you for your recent enquiry to become part of our Trendco Supplier Network.

Please find enclosed:

- Customer Trade Application Form
- Brochure Pack
- Terms and Conditions of Supply

Please complete the Customer Trade Application Form and return a signed hard copy to our head office address along with proof of business. **Please note, failure to send in proof of business will delay your application.**

Upon receipt of your completed application form and supporting literature we will assess your request and advise you of the outcome, this process may take up to 7 days. ***N.B All parts of the application must be completed otherwise as a result; this will delay your application or your application may be returned to you, including failure to produce/send proof of business. You MUST sign the application form, typed signatures will not be accepted.***

If you have been successful you will receive further important information regarding your new account with Trendco, to include trade prices, training course information and a Trendco starter pack offer.

Should you be successful your new account will be set up on a 'Cash With Order' basis; meaning that each order you place will have to be paid for in full before it is despatched to you. After 4 months of continuous trading you may be eligible for a 30 day account facility, please contact the accounts department if you would like to apply for a credit account or require any further information on this facility.

We look forward to hopefully welcoming you into our wonderful world of wigs very soon. If, in the meantime, you have any queries please contact us on 01273 774977 and we are always happy to help.

Kindest Regards,

The Trendco Team



NEW CUSTOMER TRADE APPLICATION FORM

Please complete **ALL** parts & send to Trendco Head Office, along with proof of business. I.e. Compliment slip, business card etc.

Send back via post, fax or email. Photos of the application form will not be accepted.

Private and Confidential

PLEASE COMPLETE ALL FIELDS IN BLOCK CAPITALS CLEARLY

Company Trading Name: _____

Address: _____

Post Code: _____

Business Tel No: _____ Mob No: _____

Owners Full Name: _____ Signed: _____

Home Telephone No: _____ VAT no. _____

Email address: _____

Please use the space below to provide a brief explanation of why you have chosen to apply for a trade account with Trendco. **Must complete.**

Courses attended? (please circle): My New Hair / Trendco / Little Princess Trust / Other

(please state): _____

I/We agree to abide by and have read and understood Trendco's Terms and conditions of supply.

Signed: _____

Dated: _____

Position _____



Setting up a Trade Account

In order to set up a trade account you need to complete a 'Trade Application Form', this ensures we have all the correct information regarding your business contact details etc and can verify you are a trading business. You **must** send proof of business along with the trade application form. Failure to do this will delay your application.

In order to purchase goods at Trade prices we require that you spend a **minimum of £1000 per year**. A regular trade check is carried out during the year to establish whether this amount is being reached.

There are two types of trade account:

'Cash With Order' where payment is required before any goods can be dispatched. All new accounts will be set up on a "Cash With Order" account. This is to build up credit and payment history with Trendco. Payment made by credit/debit cards and BACS are accepted.

'30 day Account' After at least 4 months trading with Trendco on a "Cash With Order" account, if you wish to transfer to a "30 day account", you will need to contact the accounts department who will look at your credit history with Trendco. If accepted, you will receive a statements every month detailing the amount owed. Statements will include all invoices and credits. Payments can then be made via BACS, cheque or card over the phone to clear monthly balances within 30 days. Failure to pay your account on time will result in the account being frozen till payment is made.

If your application is accepted, you will receive further correspondence in the post detailing your account. In the pack you will receive your unique account number, trade pricelist, training information and starter pack offers.

Placing Orders

To place orders please call our head office on 01273 774977/777503 or email trade@trendco.co.uk.

Any of our customer service representatives will be happy to take orders and help to identify alternatives to styles and colours as necessary.

To place your order, you will need to quote your **company name, account number** and **your own name**. You will then need to provide the names and colours of the pieces you wish to order e.g. Erin Toasted Brown, Tatum Coffee Latte and Tori Auburn Sugar.

At the time of ordering you will be advised whether the piece you require is in stock or not. All items which are in stock and ordered before 3pm Monday to Thursday will usually be despatched same day for next day delivery, where possible. Any items which are not in stock at the time of ordering will be put on 'backorder' and you will be advised on the approximate time these will take to reach you. Any orders placed before 3pm on a Friday in most circumstances will be delivered the following Monday.

All items placed on backorder will be sent to you automatically as soon as they arrive into stock and will be treated as a separate order so will therefore incur a postage charge. If you want to be informed when items come into stock, to add to the order, please advise your customer service representative when ordering. In this instance if you want to add to your backorders, we will be able to do so, subject to stock availability, without having to charge two sets of postage. Cash With Order accounts will be called or emailed to advise them of the backorder(s). The backorder(s) will need to be paid for before being despatched within a reasonable time.



Once the order has been taken and processed, payment will either be taken, if you are on a “Cash With Order” account, or the amount will be allocated to your account balance. The items will then be considered complete and will be despatched by our warehouse. Please be aware that once the order has been sent to our warehouse it is very difficult to add to/cancel the order.

Despatch / Delivery of Orders

UK Mainland - Delivery costs are £5.50 for every order placed up to a total weight of 30kg. Anything over this weight will need a quote from the warehouse for postage. For any urgent orders we can offer a timed delivery or Saturday delivery service at an increased charge from the courier, these are currently: By 12pm £12.00, By 10am £17.00 or for Saturday £17.00. Northern Ireland or Highlands and Islands is £8.00. Timed deliveries may not be eligible. Southern Ireland, Europe and rest of the world start from £16.50. An exact postage quote will be given on request. All postage charges are exclusive of VAT.

All parcels are sent via our contracted courier service, DPD Local (Mainland UK, Northern Ireland & Highlands and Islands) and DHL (Southern Ireland, Europe & rest of world) as standard and are fully traceable from collection to delivery, which also insures the items. These items must be signed for on delivery. If you would like us to send your parcel via royal mail we are able to do so but cannot take any responsibility or liability once it has been collected from us. Royal Mail charges are from £5.80.

Trendco are only able to send items to the designated account address or an alternative approved trade shipping address with all invoice documentation included. Trendco are not able to despatch items for trade customers to their private clients. This includes drop shipping.

Any amendments to trade account details must be done in writing to the accounts department. Our customer representatives cannot take change of account information over the telephone.

Returns Policy

Upon receipt it is advised that you check the items to ensure they are as requested. If you have any queries regarding your order please call customer services on 01273 774977 immediately.

The returns policy allows for 21 days approval time, in which you have the right to return the items for a full refund (assuming that they arrive back to us in the condition they were sent). Your order will include a returns form, which must be fully completed and with the parcel for processing.

Trendco reserve the right to deduct a 10% admin fee for incomplete forms or late items.

In the event that your customer is visiting you outside of the 21-day allowance please contact us to inform us and we may extend your return period within reason using discretion.

Upon receipt and processing of the return your account or card will be credited to the value of the wigs.

Postage refunds are only given as a result of an error on either ours or the courier's behalf. Any items you wish to return are your responsibility to get them back to us on time and in good condition.



TRENDCO TERMS AND CONDITIONS OF SUPPLY

ALL GOODS ARE SUBJECT TO THE FOLLOWING CONDITIONS:

1. All goods shall remain the property of the seller until they have been paid for in full.
2. Monthly accounts shall become due and payable at the end of the following month, i.e. January supplies will be due for payment at the end of February etc. Thereafter interest may be charged at the Bank of England Base Rate for the time being in force on overdue accounts until the debt and interest thereon shall be recovered in full.
3. All orders shall be subject to availability of supplies and to the acceptance of the seller.
4. Goods returned for crediting must be in the same perfect condition as supplied.
5. All goods for return must be received by the seller within 21 days of the invoice date in order to offer a refund; the seller reserves the right to reject any returned goods or charge an administration fee of no lower than 25% of the item value for any late, damaged returns or incorrectly packaged goods and an administration fee of no lower than 10% of the item value for incorrectly documented goods.
6. The seller must receive notification within 48 HOURS of the invoice date of any damage to/or shortage concerning any consignment.
7. Whilst every effort shall be made to despatch goods on the date requested the seller shall not accept liability for any delay in the delivery of such goods.
8. All expressed or implied conditions of warranties, statutory or otherwise, not expressly included in these Conditions of sale are excluded.
9. All sales shall be subject to the seller's right to cancel if circumstances include war, riots or insurrection, actions of governments, revocation of export and/or import licences, strikes and force majeure.
10. No variation in the conditions shall be effective unless in writing and signed by the seller.
11. English law shall govern the agreement between the parties.
12. All retail purchases, which are proven to be of faulty manufacture or not as advertised will be eligible for a full refund or exchange. Refunds or exchanges are not offered on retail purchases for reasons other than above. This does not affect client's statutory rights.
13. The seller reserves the right to amend prices, either increase or decrease, without prior notification.
14. If items are out of stock and have to be placed on back order a further postage charge will occur when sending out the items.
15. The seller reserves the right to terminate supply without prior notice
16. The seller reserves the right to refuse supply to any applicant or customer.
17. Accounts need to be spending a minimum of £1000 per annum to qualify for trade. Any account which has not purchased from the seller after one year will have their account automatically terminated.

PRODUCT WARRANTY

- A. The seller accepts no responsibility for goods returned faulty unless such goods can be fairly deemed to have become faulty due to any manufactured defect within the first three months of wear.
- B. Hairpieces and wigs damaged due to customer abuse or neglect cannot under any circumstances be accepted for credit or replacement by the seller.
- C. Under certain circumstances whereby the wearer would be inconvenienced a reduced-price replacement will be offered.
- D. The seller reserves the right to inspect any complaint piece which should be sent by recorded delivery post to the seller.



TRADE ACCOUNT PRIVACY POLICY

Personal information we collect, what we use it for and how to opt out

When you become a supplier of Aderans UK T/a Trendco, we will store your business name, your name, address, email address, contact phone number and a record of your orders. We will use this information to process your orders, contact you by email/post from time to time to keep you up to date with new and exciting promotions at Trendco and to give you a pleasant service with us. We will never give your information to third parties.

You can opt out of receiving marketing emails/post at any time by simply letting us know that you do not wish to receive them.

If you gain access to Trendco's image library, you will be required to complete an electronic photo request form where your details will be kept on a third party database. For more information on this, please contact head office on 01273 774977 or email info@trendco.co.uk

To have access to Trendco's image library, you are agreeing to the terms and conditions of the image library website. To view the terms and conditions, please go to <https://images.trendco.co.uk/component/content/article?id=1>. You will only receive emails relating to your image library subscription.

Any information supplied with items returned to us for product quality inspection may be passed on to our factory where required. This is also the case for custom made orders. Please make your own customers aware of these actions if necessary.

We will process your payment on a virtual terminal platform by WorldPay, if you pay with a credit/debit card for goods or services from Aderans UK t/a Trendco. As our phone calls are recorded, we will disable the call recording at the point of payment details being exchanged. Your payment details will be inputted into the virtual terminal and will be processed securely. If you would like to find out more information, please contact us. Further information is also available at https://secure.worldpay.com/global3/brands/worldpay/payment/default/help_security_en.html

Subject Access Requests - If you require a copy of all the Personal Information we store about you, we'll deal with this manually. Please contact head office and we will be able to assist you. Tel: 01273 774977/Email: info@trendco.co.uk

Right to be forgotten - If you wish for us to delete your account, we will do this manually. However, due to finance reasons previous order information will be kept on our data system which cannot be deleted. Please contact the head office if you wish for your account to be deleted.

How we store your personal information - As a supplier of Aderans UK T/a Trendco, we want you to know that we respect the personal information we hold on you and we will make sure we store it securely. We will not pass your information on to any third party or sell your information. We only pass your information on to our courier service so you can receive your orders safely and sufficiently.

How long do we keep your personal information - Unless a longer retention period is required or permitted by law, we will only hold your Personal Information for the period necessary to fulfil the purposes outlined in this Privacy Policy or until you request it is deleted. Even if we delete your Personal Information it may persist on back-up or archive files for legal, tax or regulatory purposes.

Changes to our privacy policy - This privacy policy may change from time to time in line with legislation or industry developments. We will inform all of our suppliers of any change to our privacy policy.

Data Breaches - We will report any unlawful data breach of Aderans UK T/a Trendco database or any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.