

New Account Application Form

Please type, or print clearly

ACCOUNT DETAILS			
Trading Name (Account name)			
Company name (if different)			
ABN		Email	
Web address			
Postal address			
Delivery address			
Phone		Fax	
Business structure	<input type="checkbox"/> Partnership/Sole Trader	<input type="checkbox"/> Company	<input type="checkbox"/> Franchise
<input type="checkbox"/> Head office A/C	<input type="checkbox"/> Trust (full name of trustee _____)		
When did you purchase/establish the business?			
TRADE REFERENCES			
Referee	Your account No.	Their phone no.	
1.			
2.			
3.			
PROPRIETOR(S) / DIRECTOR(S)			
Name	Home Address	Mobile	
1.			
2.			
ACCOUNTS PAYABLE CONTACT			
Name	Email	Direct Phone	Mobile
MAIN BUSINESS ACTIVITY			
<input type="checkbox"/> Retail bookstore	<input type="checkbox"/> Other retail (please describe)		
<input type="checkbox"/> Online bookstore	<input type="checkbox"/> Library Supplier	<input type="checkbox"/> School supplier	<input type="checkbox"/> Public library
<input type="checkbox"/> Other (please describe)			
I/we agree to your terms of trade. Settlement terms are 30 days NET payable on invoice, unless otherwise specified by Novella Distribution. I/we understand that credit privileges may be suspended if I/we do not abide by these conditions.			
Declaration: The above information is true and complete. I have read and understood the "Trading Terms" and understand the "Title" clause that it contains.			
Signature:		Date:	
Name:		Position:	

TRADING TERMS – Novella Distribution

ORDERS: Supply of Orders

Goods ordered will be supplied subject to availability. Novella Distribution:

- (a) will not be liable for any loss or damage resulting from a failure to supply; and
- (b) reserves the right to reduce the size of an order where goods are out of stock, in short supply or otherwise not available.

Back Orders

Goods which are out of stock but which are expected to be available at a future date will be recorded for later supply unless the Customer otherwise instructs Novella Distribution in writing. Unfulfilled back orders will be cancelled automatically 6 months from date of order.

Delivery

Novella Distribution will ship wholesale orders when the combined value of available stock exceeds \$165 inc GST. For all shipments over \$165, no freight or small order charges will be applied. Orders under that value will be held unless the customer authorises a small order surcharge of \$12.95. Unfulfilled orders will be automatically cancelled 6 months from date of order.

Damages or Short Supply

All damages in supplied stock or short supply need to be reported within 5 days of delivery and a credit adjustment will be made. No liability is accepted by Novella Distribution for stock claimed after 5 days.

INVOICES

Currency All Australian accounts must be paid in Australian dollars.

Discount Titles will be invoiced at the agreed percentage discount between Novella Distribution and the retailer. Discounts may vary depending on the Product being purchased and discounts are subject to change.

Payment is to be made on invoice. Credit terms are **Strictly 30 Days Net** unless otherwise specified in writing by Novella Distribution.

TITLE All products supplied by **Novella Distribution** possess a reservation of title. Ownership of all goods supplied by **Novella Distribution** does not pass to the recipient until paid for in full. Until full payment is received it is the responsibility of the recipient to keep the goods insured and in mint condition. If the goods pass to a third party the title to the goods will still not pass to that third party until the initial invoice is paid.

INFORMATION FOR YOU For ordering or for title enquiry, please supply both the **TITLE & ISBN**.

RETURNS

Claims for return of goods purchased must be pre-authorised by Novella Distribution. To obtain a Returns Authorisation number, the customer must email returns@novelladistribution.com.au and include details of the relevant titles, quantities and their original invoice number in an excel spreadsheet. Authority to return will only be given under the following conditions:

1. The customer provides the ISBN, title, quantity and original invoice number in an excel spreadsheet.
2. Goods being returned were invoiced to the customer by Novella Distribution within a period not less than 3 months from the invoice date, and no longer than 12 months from the date of release by Novella Distribution.
3. The total credit value of the returns does not exceed the lesser of 30% of the value of any invoice OR 30% of the total sales invoiced to the customer in one calendar year.

4. Goods authorised for return will only be credited if they arrive to our warehouse in the same condition as when they were sold to the customer by Novella Distribution. If this is not the case, no credit will be issued by Novella Distribution. Any damage incurred during shipping from the customer to our warehouse remains the responsibility of the customer.
5. Any pricing stickers or other labelling must be removed (without damage) before returning the books. Books returned with stickers or labels attached will incur a minimum charge of \$1 per book, which will be deducted from any return credits.
6. Authorised returns will only be accepted where the customer pays for all return freight costs.
7. Please ensure a copy of your Return Authorisation is included in your shipment.
8. If you return books that have not been authorised, they will automatically be returned to you and a freight charge of \$12.95 per box applied to your account.
9. Refunds are not issued for sale or return credits under any circumstances. Credit amounts may be used against future purchases.
10. Returns authorisations and returns are processed once a week only, so delays may occur.

EVENT STOCK

Special conditions apply to event stock.

1. You must specify that your order is for event stock at the time of placing the order, and advise the date and nature of the event.
2. Returns must be pre-authorised by emailing returns@novelladistribution.com.au within 7 days of the event date with your invoice reference, the quantity and title/s of the items you are returning.
3. Goods authorised for return will only be credited if they arrive to our warehouse in the same condition as when they were sold to the customer by Novella Distribution. If this is not the case, no credit will be issued by Novella Distribution. Any damage incurred at the event or during shipping from the customer to our warehouse remains the responsibility of the customer.
4. Any pricing stickers or other labelling must be removed (without damage) before returning the books. Books returned with stickers or labels attached will incur a minimum charge of \$1 per book, which will be deducted from any return credits.
5. Authorised returns will only be accepted where the customer pays for all return freight costs.
6. Please ensure a copy of your Return Authorisation is included in your shipment.
7. Refunds are not issued for sale or return credits under any circumstances. Credit amounts may be used against future purchases.
8. Returns authorisations and returns are processed once a week only, so delays may occur.
9. Books must be returned within 14 days of authorisation.

Shipping Address for returns:

Att: Returns Dept
Novella Distribution
Unit 3, 5 Currumbin Court
CAPALABA QLD 4157

These terms and conditions are effective 1 Jan 2020 and may be updated at any time by Novella Distribution.