

Monthly Account Application

Section 1 – Applicant Details

Legal name (eg company name): ACN:

Trust Name (if a trust):

Trading as (Registered Business Name): ABN:

Company Sole Proprietor Partnership Trustee

Nature of Business (eg, dairy farm, beef farm, equine breeder):

Date of Company Registration: ___ / ___ / ___ PIC Number:

Street Address (not a PO Box):

Postal Address (if different):

Telephone Number: Mobile Number:

Fax Number: Email Address:

How would you prefer to receive accounts? Email Post

Years of trading:years Estimated peak monthly spend: \$

Section 2 – Business Principals

Please list details for all Partners, Directors or Trustees for the legal entity (attach another sheet if necessary)

Full Name	Residential Address	Date of Birth
		___/___/___
		___/___/___
		___/___/___
		___/___/___

Section 3 – Trade References

Please provide details of three businesses whom you already hold trade credit agreements with who can provide details of your payment history.

Business Name	Contact Name	Years of trade history	Phone Number
1.			
2.			
3.			

Section 4 - Applicant Declaration

I/we hereby apply for a *Monthly Trading Account* with Tableland Veterinary Service. All information provided in this application is correct to the best of my/our knowledge. I/we agree to Tableland Veterinary Service obtaining and/or providing personal credit information about me/us from and/or to a credit reporting agency or other credit provider in relation to credit provided by Tableland Veterinary Service, in accordance with the Privacy Act.

I/we accept and agree to all account terms stated. I/we understand that overdue amounts will attract an account fee of \$5 per month plus 1.5% of overdue amounts and agree to pay such charges where applicable. In the event where overdue amounts are referred to a debt collection agency and/or law firm, I/we agree to be liable for all costs which would be incurred as if the debt is collected in full including all legal and legal demand costs.

Who must sign this agreement on behalf of the customers:

- Companies: Where there is only one director then that person must sign; where there are multiple directors then two directors must sign.
- Sole trader operating under their own or a trading name: The individual must sign.
- Partnerships: two partners of the partnership must sign.

Applicant Signatory 1

Full Name:
Position:
Signature:
Date:

Witness or Tableland Veterinary Clinic Staff

Full Name:
Address:
Signature:
Date:

Applicant Signatory 2

Full Name:
Position:
Signature:
Date:

Witness or Tableland Veterinary Clinic Staff

Full Name:
Address:
Signature:
Date:

Monthly Account Terms & Conditions

1. Applying for a Monthly Account

When applying for a trading account, clients are required to complete the *Monthly Account Application* form. The applicant will be advised the outcome of their application in writing. The account is effective only following the satisfactory approval of the application.

As part of the application, clients will be required to quantify the estimate their peak monthly spend with Tableland Veterinary Service. This amount is used to calculate a credit limit, which will be the threshold to which the trade account is allowed to extend before a reassessment of the account is undertaken.

2. Using the account

Only property visits by a veterinarian, counter sales for production animal medications and merchandise are able to be charged to a Monthly Account. All small animal services and small animal retail sales must be paid for at the time of service.

3. Issuing of account statements

Account statements will be generated on a calendar month cycle, with the statement issued within 14 days of the end of month. Statements will be sent via post or email. Replacement copies of account statements can be obtained by calling the accounts team on 07 4096 7500.

4. Payment of account

Payment of account statement balance is due by the 30th day of the calendar month following their issue. For example, the statement for the period 1st January to 31st January will be due for payment by 28th February.

Payment can be made via:

- Cash, cheque or EFTPOS at the reception of any of our branch clinics;
- Cheque via post;
- Credit card over the phone;
- Electronic funds transfer to our bank account, details of which are printed at the bottom of the invoice and account statement;
- VetPay or ZipPay under their terms and conditions of service.

Receipts for payment will not be issued unless requested at the time of payment. Payments will be allocated to the oldest outstanding balance first.

5. Overdue accounts

Accounts overdue by more than 30 days are subject to an account keeping fee and interest charges. Overdue accounts incur a \$5 account keeping fee for each month overdue. Interest is charged at a rate of 1.5% per month on the total overdue account balance.

Once accounts are in arrears by over 30 days, the Account Recovery Procedure will be initiated.

6. Credit limits

When the trade account is established, a credit limit will be set based on your peak monthly spend. If this credit limit is reached prior to overdue amounts being paid, the trade account may be subject to suspension until all overdue amounts are paid.

Applications to increase the client credit limit must be made in writing and are subject to review.

7. Dispute of billed amount

If there is a dispute regarding the amount or nature of a job billed on the account statement, notice of the objection is to be made in writing to the Business Manager prior to the payment due date. All objections and disputes will be addressed in accordance to the Tableland Veterinary Service Complaints Policy.

8. Returns and Refunds

Unused prescription medications cannot be returned for refund.

Returns of prescription medications for refund can only be made if the product is faulty or sold past its expiry date. These returns must be made within 7 days of purchase.

Any item that requires refrigeration cannot be returned for refund.

Where palatability is an issue, pet foods may be returned for a full refund. Opened packets must be returned with at least 75% of the product remaining within 7 days of purchase.

If you suspect that an item purchased from Tableland Veterinary Service has a manufacturing fault, it should be returned to the clinic with proof of purchase for assessment. If a fault is established, a full refund will be offered.

9. Account recovery procedure

When the account reaches 30 days overdue, the account holder will be contacted by the accounts receivable team advising that the account is overdue to seeking payment as soon as possible.

When the overdue amount reached 90 days in arrears, the Account Receivable team will seek to negotiate a payment schedule to assist the account holder meet their payment obligations. A written agreement for the negotiated payment schedule will be issued. We encourage all clients to communicate with us regarding possible payment delays so that a mutually suitable plan can be agreed.

If the negotiated payment schedule is not adhered to, the accounts team will issue a Final Notice letter. This letter will outline a payment deadline for all overdue amounts. At this stage, the trade account will be suspended and cash payment will be required at the time of purchase for any goods or services provided by Tableland Veterinary Clinic.

If payment is not made by the deadline outlined in the Final Notice letter, the account may be referred to a Debt Collection agency.

Office Use Only

Date received: Processed by:

Reference Checks

Referee 1: Approved

Referee 2: Approved

Referee 3: Approved

Notes:.....

Outcome: Approved Declined Conditional

Credit Limit: Date Letter Sent: