Foodservice: Account Application Form

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**Business Details:**

Company Name:

Your delivery address:

Street 1:  
Street 2:  
City/ Town:

County:

Post Code:

*Additional delivery instructions:*

Vat No:

Name of your limited company & Registered office if different from above:

Company Registration Number:

**Contact: (Person in charge of ordering and/ or person receiving good for delivery updates)**

Name:

Telephone number:

Email address:

**Accounts Contact:**

Name:

Telephone number:

Email address:

**Please identify your business (restaurant, shop, etc)**:

**Website:**

**Social Media**:

Instagram:

Facebook:

Twitter:

Please mark if you are happy to be contacted about new products, pricing, promotions etc…

[ ]

Please mark if you are happy to set up a direct debit mandate

[ ]

**Terms & Conditions**

Our terms are 0 days from date of invoice. Payments are made by BACS to Sort code: 20-96-55 Account no. 20017906. Credit can be applied for after a period of business.

If you have an agreed credit account with Cool Chile Company all invoices must be paid within 30 days of receipt of goods. All Cool Chile Company goods remain the ownership of Cool Chile Company until full payment has been received.

**Prices**

A significant amount of our ingredients are imported from México and therefore our prices are subject to change. Cool Chile Company reserves the right to change prices without notice.

**VAT**

All our products are currently VAT zero rated.

**Payment**

Cool Chile Company preferred method of payment is sterling by BACS direct into our account:

Bank: Barclays, 137 Ladbroke Grove, London W11 1PR

Sort Code: 20-96-55

Account No: 20017906

IBAN: GB71 BARC 2096 5520017906

Swift Bic: BARCGB22

Please enter account number and invoice number as reference.

**Procedure**

Once set up orders will be placed via [info@coolchile.co.uk](mailto:info@coolchile.co.uk) orders under £75 may not be processed and referred to the website.

**Lead Times**

We offer a 3/4 working day turnaround time. For order of a pallet and above we may need more time, please call to discuss on 0208 969 5640

**Delivery/Collection Options:**

Collections are available at our factory, Monday to Friday. Collection address 46 Westwood Trading Park, Concord Road, London, W3 0TH. Collections times will be arranged on receipt of order.

Delivery made by third Party Courier – DPD. They offer a variety of services shown below. We offer free delivery at £150 and up for any ***week day*** delivery service.

|  |  |
| --- | --- |
| Express (week day) | Up to 24 kilos/ 1 box - £7.50 |
| Takes 24- 48hrs from time of ***dispatch*** | Up to 48 kilos/ 2 boxes - £12.50 |
|  | Up to 72 kilos/ 3 boxes - £17.50 |
| Express (week day) before 12:00 | Up to 24 kilos/ 1 box - £9.50 |
|  | Up to 48 kilos/ 2 boxes - £16.50 |
| Weekend service | Up to 24 kilos/ 1 box - £9 |
| Deliveries that arrive on Saturday | Up to 48 kilos/ 2 boxes - £16 |

Please note that shipping charges are per box (maximum of 24kg) some of our chillies/ herbs/ totopos are voluminous and extra boxes may be needed.

DPD do offer even more services like before 10:30 am and Sunday delivery days. Please request for more information.

Pallet Service:

Orders of 100kg or more may be sent by pallet. Prices start from £35.00 and are dependent on weight, location and speed. Please contact info@coolchile.co.uk or call 0208 969 5640 to discuss more options.

Outside the UK:

Please call or email to discuss the possibility.

6. **Tortillas**

Our tortillas are made fresh to order therefore you will be obliged to accept all orders once they have been made. If tortillas are being sent by 3rd party carriers our shipping days are Monday to Thursday.

7. **Damages / Shortages**

If your box arrives damaged, you will need to sign accordingly. The office must be informed in writing of any shortages within 48 hours of receiving the goods and if possible, please also send photographic evidence to info@coolchile.co.uk

8. **Contact details**

Cool Chile Company, 46 Westwood Park Trading Estate, Concord Road, W3 0TH

+44 (0)208 969 5640

Orders: info@coolchile.co.uk

Accounts: accounts@coolchile.co.uk

Technical: [technical@coolchile.co.uk](mailto:technical@coolchile.co.uk)

Escalation/ Emergency: jackson@coolchile.co.uk