

**NEW ACCOUNT APPLICATION**

**A. BUSINESS DETAILS**

Trading Name: ..... Business Phone No: ..... Mobile: ..... Fax No: ..... ABN : ..... Email Address: ..... Business Owner: ..... Business Contact: ..... Title / Position: ..... Postal Address: ..... Postcode: ..... Delivery Address: ..... Postcode: ..... Any Special Instructions: ..... How long has your business been operating? ..... Area of Specialty(new age/gift/etc) ..... Sole Trader YES/NO Partnership YES/NO Company YES/NO Trust YES/NO

Brumby Books & Music Pty Ltd  
10 Southfork Drive, Kilsyth South  
Victoria 3137 Australia  
p +61 3 9761 5535  
f +61 3 9761 7095  
e sales@brumbybooks-music.com.au  
w www.brumbybooks-music.com.au  
ABN 29 128 266 268

**B. CUSTOMER DETAILS**

Home Address: ..... Postcode: ..... Home Phone No: ..... Mobile: ..... Fax No: .....

**C. CREDIT**

If you would like to apply for credit, please complete the following section: Credit limit requested: \$ .....

**Credit References:**

Name: ..... Phone: ..... Name: ..... Phone: ..... Name: ..... Phone: .....

**D. TRADING TERMS**

1. I / We acknowledge having read the trading terms as set out on the reverse of this Application, and I / we agree to be bound by them.  
2. In consideration of Brumby Books & Music Pty Ltd granting credit to the company named in this Application, I / we, whose names appear below, agree to be jointly and severally liable for the payment of all monies at any time due and remaining unpaid. This guarantee is a continuing guarantee and my/our liability under it shall not be affected by Brumby Books Holdings Pty Ltd giving time or any other indulgence.

**D. SIGNATURES**

Name of Applicant: ..... Signature: ..... Name of Applicant: ..... Signature: ..... Date: ..... Name of Witness: ..... Witness Signature: .....

personalised service



## **BRUMBY BOOKS & MUSIC TRADING TERMS AGREEMENT**

**Firm Sale:** All sales are on a firm basis and no returns will be accepted without prior arrangement.

**Prices:** Prices advertised are recommended retail only, and are subject to change without notice.

**Back Orders:** Any titles that cannot be supplied will automatically go to “back order”, unless the customer advises otherwise. If a back ordered title becomes available, the title will merge with current orders, or be released at such time that the back orders total \$165 wholesale. If a customer would like a back order to be released before the total value of all back orders reaches \$165 wholesale, then a small order freight and handling surcharge will apply. Customers can request a back order report at any time.

**Misbound Books:** A full credit will be issued in respect of misbound books if the whole book has been returned to a Brumby Books & Music sales representative or if the Brumby Books & Music Customer Service department has issued a Returns Authorisation.

**Incorrect Supply and Damaged Deliveries:** Claim for incorrect supply must be forwarded direct to our office and must quote the Brumby Books & Music invoice number and date. No claims for short supply or damages will be considered beyond a fourteen (14) day period from the date of invoice.

**Small Order Freight and Handling Surcharge:** A small order freight and handling charge of \$13.50 will apply to any order with a wholesale value of less than \$165.

**New Accounts:** The opening prepaid order value must be \$200.00 nett minimum. Credit terms will be considered once this prepaid order has been made.

**Freight:** All orders are delivered free into your store by carriers nominated by Brumby Books & Music. Any requests for delivery outside of our nominated method will be considered, although the cost of such service will be at the customer’s expense. If goods cannot be signed for during normal business hours, the freight company’s redelivery fee will be passed on to the customer.

**Payment Terms:** For customers who have been given credit, payment is nett 30 days from the end of the month in which the goods were invoiced. No settlement discount is allowed. These terms are strictly enforced. Credit terms may be cancelled without notice if these payment terms are not adhered to. If any payments are overdue at any time, then the entire amount owing by the customer to Brumby Books & Music shall immediately become due and payable, including those amounts that would not otherwise be due and payable until some future period, as well as any applicable late payment administration fee.

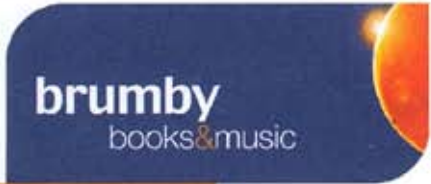
**Debt Recovery Costs:** The customer is liable for all out-of-pocket expenses and all other reasonable expenses including debt collection commission and legal costs on a solicitor/own basis incurred by Brumby Books & Music for enforcement of obligations and recovery of moneys due from the customer to Brumby Books & Music.

**Late Payment Administration Fee:** Accounts not paid in accordance with Brumby Books & Music’s terms of payment will be subject to a late payment administration fee of \$10.00 per week.

**Proforma Orders:** Proforma orders, which require payment for the order to be made before the goods are released, will be held for a maximum of seven days and returned to stock if payment is not received during this period.

**Title to Goods:** Brumby Books & Music shall retain title on all goods supplied on an “all monies” basis. This means that Brumby Books & Music retains title to all goods supplied until all monies owing to Brumby Books & Music by the customer have been paid in full. Brumby Books & Music reserves the right at any time to repossess any goods not fully paid for in accordance with our trading terms.

**Account Closures:** Should an account not trade with us for six months, it may be closed and a new account application form may need to be submitted before new orders will be processed.



**CUSTOMER SERVICE QUESTIONNAIRE**

To help improve our Customer Service to you, please complete the questions below and return to us with your completed “New Account Application” form.

Will you accept back orders? (the default is “Always”)

- ALWAYS       ONCE ONLY       NEVER

What type of business do you operate? (please tick all that are applicable):

- BOOKSHOP: GENERAL       HEALTH SHOP
 BOOKSHOP: NEW AGE       GIFT SHOP
 BOOKSHOP: BUSINESS / PROF.       ANIMAL OR PET SHOP
 BOOKSHOP: OTHER       WHOLESALER
 NEW AGE SHOP       NEWSAGENCY
 LIBRARY SUPPLIER       HEALTH PRACTITIONER
 HOME BASED BUSINESS       ALTERNATIVE HEALTH PRACTITIONER
 BUSINESS OR LIFE COACH       EDUCATIONAL INSTITUTION - PRIMARY
 SECOND HAND BOOKSHOP       EDUCATIONAL INSTITUTION - SECONDARY
 PHARMACY       EDUCATIONAL INSTITUTION - TERTIARY
 GENERAL CORPORATE       MUSIC SHOP
 OTHER – PLEASE DESCRIBE .....

Into which category does your business fit? (please tick all that are applicable)

- INDEPENDENTLY OWNED AND OPERATED
 INDEPENDENT, BUT PART OF A BUYING GROUP: PLEASE SPECIFY WHICH ONE: .....
 FRANCHISE: WE MAKE PURCHASING DECISIONS AT STORE LEVEL
 FRANCHISE: HEAD OFFICE MAKES PURCHASING DECISIONS
 CHAIN STORE: HEAD OFFICE MAKES PURCHASING DECISIONS
 OTHER: PLEASE DESCRIBE .....

Which Brumby Books & Music services and resources would you like to use? (please tick as applicable):

- CATALOGUE - HARD-COPY       CATALOGUE – ONLINE OR CD
 MONTHLY NEWSLETTER – HARD COPY       MONTHLY NEWSLETTER - ONLINE
 SUPPLIER CATALOGUES       SALES REP VISIT

Which ordering method would you prefer to use? (please tick as appropriate):

- ON-LINE INTERNET       EMAIL       PHONE       FAX       MAIL

How did you find out about Brumby Books & Music? .....

Do you have any other comments or queries we could help you with?.....

Thank you for your time.
We look forward to a long and happy business association with you.

[www.brumbybooks-music.com.au](http://www.brumbybooks-music.com.au)

personalised service

Brumby Books & Music Pty Ltd
10 Southfork Drive, Kilsyth South
Victoria 3137 Australia
p +61 3 9761 5535
f +61 3 9761 7095
e sales@brumbybooks-music.com.au
w www.brumbybooks-music.com.au
ABN 29 128 266 268



one world music

book, music & dvd distributor

## **About Brumby Books & Music**

Brumby Books & Music, formerly known as “Brumby Books”, began trading in 1985. We have over 20 years experience in wholesale book distribution, and currently represent over 150 Australian and international publishers. Many of these publishers are represented on an exclusive basis. We are proud to supply over 3,000 retail customers, from the largest retail book chains in the big cities to the smallest health, gift and metaphysical shops in the country. Most recently Brumby Books merged with New World Music Australia to add an extensive range of CDs and DVDs to our range.

Brumby Books & Music Pty Ltd  
10 Southfork Drive, Kilsyth South  
Victoria 3137 Australia  
p +61 3 9761 5535  
f +61 3 9761 7095  
e [sales@brumbybooks-music.com.au](mailto:sales@brumbybooks-music.com.au)  
w [www.brumbybooks-music.com.au](http://www.brumbybooks-music.com.au)  
ABN 29 128 266 268

Our noble purpose is to help people find meaning and fulfilment on their life’s journey, through books and music. Our primary focus is lifestyle non-fiction, with an emphasis on Health, Well-being, Mind-Body-Spirit, New Age, Personal Growth, Relaxation and Inspiration titles. This extensive list is complemented by audio books, inspiration cards, ambient music, meditation CDs, DVDs, bookmarks and stationery.

## **Our Service Standards**

At Brumby Books & Music, we pride ourselves on our commitment to our retail customers and the publishers we represent. We aim to:

1. Provide a 48-hour turnaround of customer orders (subject to publishers’ availability and in-stock status). This means that we enter all orders on our computer system, pick and pack the orders from our Warehouse, and load the order onto a courier vehicle for despatch within 2 business days of receiving the order. Courier delivery times will vary depending on the destination to which the order needs to be delivered, but are typically:
  - Next day delivery to Metropolitan Melbourne or Sydney
  - Two day delivery to Adelaide, Brisbane, Canberra, regional Victoria and outer Sydney
  - Three to Five day delivery to Perth, Tasmania and most regional areas
  - We process back orders on a weekly basis.
2. Process store returns and credits on a weekly basis.
3. Respond to customer queries or requests within 48 hours.
4. Provide our customers with information about latest releases on a regular basis, including monthly newsletters.
5. Keep our top 100 titles in stock at all times (subject to publishers’ availability).
6. Update our website on a daily basis, and ensure that all information on the site is current, informative and of value to customers and suppliers.

## **We are Committed to our Customers and to providing “personalised service”**

*“Ordered yesterday, received today at our shop over 1,000km from your warehouse. You Brumbies are unbelievable! Thanks again.”*

*“One of your competitors took 10 days to fill my last order, but your delivery arrived in less than 48 hours. Thanks for looking after us again this Christmas.”*



one world music

book, music & dvd distributor

personalised service