

VR Bathrooms
Account Application



Business Information			
Company / Business name		Business Type (circle)	Ltd / Sole Trader / Partnership / Other
Trading Name (if different)		Company Reg. No.	
Registered Address			
		Postcode	
Date of Application		Years in Business	
Credit limit requested	£	NET 0 / COD Terms Preferred (circle)	Yes / No
Delivery Address (if different)			
		Postcode	
Phone Number			
Email Address			
Contact Information			
Accounts Contact Name		Phone Number	
Email Address			
Trade References			
Company Name		Company Name	
Contact Name		Contact Name	
Phone Number		Phone Number	
No of years trading		No of years trading	

Office Use			
Monthly Credit Limit Requested		Credit Agency	
Credit Agency Credit Limit		Sign	
Approved Credit Limit		Date	

Terms & Conditions Agreement

By signing below, I/we acknowledge and agree to the following:

- All goods remain the property of VR Bathrooms until payment is received in full.
- Standard payment terms are **30 days from the end of the month** (Net 30 EOM), unless otherwise agreed in writing.
- Overdue accounts may be subject to **interest charges** and/or **suspension of credit facilities**.
- I/we authorise VR Bathrooms to conduct credit checks and contact the provided references as necessary.
- I/we confirm that we have read, understood, and agree to abide by the **full Terms and Conditions of Sale** as set out below.

Authorised Signature	
Name	
Position	
Sign	
Date	

Please send the completed form to:

accounts@vr-bathrooms.co.uk

Original signed copy must then be returned via post to:

VR Bathrooms
Units 1-2 Cookham Road
Bracknell
Berkshire
RG12 1RB

VR BATHROOMS - TERMS AND CONDITIONS OF SALE

1. General

- 1.1 These Terms and Conditions of Sale apply in full between Rare Inc. Ltd T/A VR Bathrooms ("the Company") and the Customer, overriding any other terms unless explicitly agreed in writing by the Company.
 - 1.2 The Company reserves the right to amend these terms, including pricing, without notice. Prices charged will be those in effect at the time of delivery.
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2. Orders and Delivery

- 2.1 All goods are subject to availability. Goods not held in stock are offered subject to procurement by the Company.
 - 2.2 Delivery times are estimates only. The Company is not liable for any delays.
 - 2.3 The Company may deliver goods in instalments; each treated as a separate contract. Delivery of subsequent instalments may be withheld until prior payments are made.
 - 2.4 Deliveries are made as close to the destination as safe roadways allow. Customers must provide labour for unloading. The Company reserves the right to charge for delays or aborted deliveries.
 - 2.5 Delivery packaging may be charged separately. Returnable packaging must be returned in good condition, within 48 hours quoting the invoice number.
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3. Site Deliveries and Cut-Off Times

- 3.1 When placing site deliveries, full address and contact details must be provided.
 - 3.2 A delivery charge will apply and varies by location. A quote will be provided post-order.
 - 3.3 Orders must be placed by 4:00 pm to qualify for the next available delivery date, subject to availability.
 - 3.4 While the Company aims for next working day delivery from the Bracknell warehouse, it is not guaranteed.
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4. Order Accuracy and Communication

- 4.1 Customers are responsible for checking that goods received match the order upon delivery.
- 4.2 Any incorrect items must be returned immediately with the driver or reported within 48 hours to the sales office.
- 4.3 Installed or unpackaged goods cannot be returned as incorrect.
- 4.4 All orders must include correct product codes and be submitted via:

- **Email:** orders@vr-bathrooms.co.uk
 - **Phone:** 01784 248 156 (Option 1)
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5. Pricing & Payment

- 5.1 Prices are exclusive of VAT. VAT is charged at the rate applicable on the invoice date.
 - 5.2 Payment is due within 30 days from the end of the month of delivery unless otherwise agreed.
 - 5.3 Interest of 5% per month may be charged on overdue payments.
 - 5.4 Customers may not withhold payment due to disputes or counterclaims.
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6. Debt Collection

- 6.1 In the event of non-payment, the Company reserves the right to engage third-party debt collection agencies or initiate legal proceedings to recover outstanding amounts.
 - 6.2 The Customer will be liable for all costs incurred by the Company in the recovery of debts, including but not limited to debt collection agency fees, legal costs, and court fees.
 - 6.3 The Company may share relevant Customer data with third-party agencies for the purpose of debt recovery, in accordance with applicable data protection laws.
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7. Product Inspection and Returns

- 7.1 Damaged goods must be reported within 48 hours with images, sales order number, and description via email to: returns@vr-bathrooms.co.uk
- 7.2 Goods must be inspected upon delivery. If visibly damaged, refuse delivery.
- 7.3 Goods received in error must be kept in resalable condition until collected.

7.4 Baths, shower trays, flooring, and wall panelling are non-returnable and must be inspected upon delivery.

7.5 Requests for returns are evaluated individually. If accepted, a restocking fee of at least 20% applies. Opened items are non-returnable.

7.6 All queries related to damages, returns, cancellations, and missing parts must be directed to: returns@vr-bathrooms.co.uk

8. Warranty and Liability

8.1 Defective goods reported within 14 days may be replaced or refunded at the Company's discretion.

8.2 No liability is accepted for removal, reinstallation, or indirect damage.

8.3 Samples and brochures are for general guidance only and do not form part of the contract.

8.4 The Company's total liability is limited to the price of goods supplied.

8.5 Customers indemnify the Company against third-party claims related to the use of the goods.

8.6 Nothing excludes liability for death or personal injury due to Company negligence.

9. Risk and Title

9.1 Title to goods remains with the Company until paid for in full.

9.2 Risk transfers to the Customer upon delivery or loading.

9.3 Goods must be stored separately and identified clearly.

9.4 The Company may access Customer premises for inspection or repossession of goods.

9.5 Upon repossession, the risk reverts to the Company.

9.6 Proceeds from resale are held in trust for the Company.

9.7 In insolvency or default, the Company may revoke any right to use goods and reclaim them.

10. Installation and Recommendations

10.1 Installers recommended by the Company are suggested in good faith without warranty.

10.2 The Company accepts no liability for the actions or performance of installers.

11. Termination of Contract

11.1 The Company may cancel contracts or suspend delivery if the Customer defaults on payment, refuses delivery, becomes insolvent, or breaches any term.

11.2 In such events, all outstanding amounts become immediately due.

12. Conduct and Communication

12.1 Customers must treat Company staff respectfully.

12.2 Use of foul or abusive language may result in account termination.

12.3 Disrespectful conduct by staff should be reported to: office@vr-bathrooms.co.uk

13. Legal and Jurisdiction

13.1 This agreement is governed by the laws of England.

13.2 The High Court of Justice in London has non-exclusive jurisdiction over disputes.

14. Severability

If any part of these terms is found unenforceable, it shall not affect the validity of the remaining provisions.