

SELF BUILD



DTC

DTC
Merchants
Limited

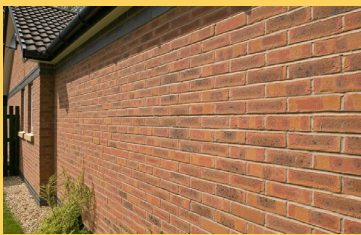
Self Build

Credit Account Application Form

- Up to £20,000 credit available
- Dedicated self build expertise in-branch
- Personalised prices across 300,000+ products

SOURCED FROM ENVIRONMENT AND MORAL FRIENDLY SUPPLIERS

Aggregates • Artificial Grass • Bathroom Solutions • Bricks & Blocks • Cedral Weatherboard • Decking
Doors & Door Sets • Drainage & Rainwater • Dry Lining & Plasters • Engineered Timber Products • Fencing
Flooring • Garage Doors • Indian Sandstone • Italian Porcelain • Insulation • Landscaping • MDF Finishings
Roofing Materials • Sands & Cements • Sheets Materials • Showerwall Panels • Sliding Wardrobe Doors
Staircases & Balustrading • Timber • Trex Composite Decking • Velux Windows • Other Products Available



Apply today and benefit from trade discounts across our branches:

www.dtcmerchants.co.uk



Tel | 01294 272 824
Fax | 01294 274 188
Email | info@ayrshirebuilding.co.uk

Ayrshire Building and Timber
Supplies, Portland Avenue, Irvine,
Ayrshire KA12 8NL



Tel | 01387 263 951
Fax | 01387 250 163
Email | info@dumfriesbuilding.co.uk

Dumfries Building Supplies,
Huntingdon Road, Dumfries
DG1 1NF



Tel | 01387 250 149
Fax | 01387 250 188
Email | info@dumfriestimber.co.uk

Dumfries Timber Company, C2 Lochar
Industrial Estate, Catherinefield Road,
Dumfries DG1 1NF

Self Build Credit Account Application Form

Please complete in block capitals (For any enquiries relating to this form, please call 01387 262049)

Your details: 1st applicant

Full name:
Date of birth:
Current address:
..... Postcode:.....
Length of time of this address:yearsmonths
Do you own the property? (Yes/no):.....
Previous address if less than 3 years at current address:
.....
..... Postcode:.....
Length of time of this address:yearsmonths
Mob no:
Landline no:
Email:.....

Your details: 2nd applicant

Full name:
Date of birth:
Current address:
..... Postcode:.....
Length of time of this address:yearsmonths
Do you own the property? (Yes/no):.....
Previous address if less than 3 years at current address:
.....
..... Postcode:.....
Length of time of this address:yearsmonths
Mob no:
Landline no:
Email:.....

Bank details: Please enclose a copy of the letter of intent from your bank/building society if applicable

Bank/Building Society Name: Account Holder's Name:.....
Address: Bank Account No:.....
..... Postcode SORT Code:.....
Do you mind us contacting your lender? (Y/N):.....

Project details

Address:.....
Type of Build: Traditional Build Timber Frame Renovation Extension
Land Registry Number (if known):..... Expected project start date:.....

Main branch you intend to trade with:

ABTS (Ayrshire Building & Timber Supplies) DBS (Dumfries Building Supplies) DTC (Dumfries Timber Company)

Credit limit required: £:.....

Please complete all sections and return to: DTC Merchants Limited, Huntingdon Road, Dumfries DG1 1NF
Please supply one form of identification, either a utility bill or copy of a bank statement.

Customer declaration

I/We the undersigned apply to DTC Merchants Limited, for credit facilities and declare that the information given above is accurate. I/We agree to trade on DTC Merchants Limited, Terms and Conditions of Sale of the transaction and confirm that I/We have read the Terms and Conditions of Sale contained in this form. DTC Merchants Limited, reserves the right to terminate this Agreement for credit forthwith without notice upon a breach by the customer of any Terms and Conditions and all amounts then outstanding will become due forthwith. Thereafter interest will be charged on a daily basis until the account is paid in full.

Name (please print):.....
Signed: Date:.....

Name (please print):.....
Signed: Date:.....

Internal use only

Account Number:.....
Credit Limit Approved:.....

Authorised by:.....
Date:.....

Our terms – On Premises B2C

1. These terms

- 1.1. What these terms cover.** These are the terms and conditions on which we supply products to you.
- 1.2. Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

2. Information about us and how to contact us

- 2.1. Who we are.** We are DTC Merchants Limited, a company registered in Scotland. Our company registration number is SC299941 and our registered office is at Head Office, Huntingdon Road, Dumfries, United Kingdom, DG1 1NF. Our registered VAT number is 920485041.
- 2.2. How to contact us.** You can contact us by telephoning our head office at 01387 262049 or by writing to us at customer-feedback@dctg.co.uk.
- 2.3. How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4. "Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

3. Our contract with you

- 3.1. How we will accept your order.** Our acceptance of your order will take place when we tell you verbally that we are able to provide you with the product, which we will also confirm in writing to you, at which point a contract will come into existence between you and us.
- 3.2. If we cannot accept your order.** If we are unable to accept your order, we will inform you of this and will not charge you for the product. This might be because the product is out of stock or because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.
- 3.3. We only sell to the UK.** Our website is solely for the promotion of our products in the UK. Unfortunately, we do not accept orders from or deliver to addresses outside the UK.

4. Our products

- 4.1. Products may vary slightly from their pictures.** The images of the products in our brochure and on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours or the printed pictures accurately reflects the colour of the products. Your product may vary slightly from those images.
- 4.2. Product packaging may vary.** The packaging of the product may vary from that shown in images on our website or brochure.
- 4.3. Making sure your measurements are accurate.** If we are making the product to measurements you have given us you are responsible for ensuring that these measurements are correct. We will not be liable for any defect or fault in the goods resulting from the goods being manufactured or supplied in accordance with your design or specification of the goods.

5. Your rights to make changes

- 5.1. If you wish to make a change to the product you have ordered please contact us.** We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing for delivery or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

6. Our rights to make changes

- 6.1. Minor changes to the product.** We may change the product to reflect changes in relevant laws and regulatory requirements.
- 6.2. More significant changes to the product and these terms.** In addition, as we informed you in the description of the product in our brochure or on our website, we may make changes to these terms or the product, but if we do so we will notify you and you may then contact us to end the contract and receive a full refund before the changes take effect.

7. Providing the products

- 7.1. Delivery costs.** The costs of delivery will be detailed on our quote for your order.
- 7.2. When we will provide the products.**

After you have placed your order, we will contact you with an estimated delivery date, which will be within 30 days after the day on which we accept your order, or such shorter or longer period which we agree with you at that time. Many of our products are manufactured by third party suppliers, and the time for delivery is often outside of our control.
- 7.3. We are not responsible for delays outside our control.** If our delivery of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. We will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.
- 7.4. Collection by you.** If you have asked to collect the products from one of our branches, you can collect the products from your allocated branch at any time during our working hours of 7:30am to 5pm on weekdays and 8am to noon on Saturdays.
- 7.5. If you are not at home when the product is delivered.** If no one is available at your address to take delivery and the products, we will get in touch with you to let you know how to rearrange delivery or how to collect the products from your allocated branch.
- 7.6. If you do not re-arrange delivery.** If you do not collect the products from us as arranged or if, after a failed delivery to you, you do not collect them from your allocated branch we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange collection we may end the contract and clause 9.2 will apply.
- 7.7. If you do not allow us access to install.** If you have asked us to install the products for you and you do not allow us access to your property as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and clause 9.2 will apply.
- 7.8. Ending the contract for late delivery.** If you do choose to treat the contract as at an end for late delivery under clause 7.8 or clause 7.9, you can cancel your order for any of the products or reject products that have been delivered. If you wish, you can reject or cancel the order for some of those products (not all of them), unless splitting them up would significantly reduce their value. After that we will refund any sums you have paid to us for the cancelled products and their delivery. If the products have been delivered to you, you will have to return them to us or allow us to collect them, and we will pay the costs of this.
- 7.9. When you become responsible for the product.** The product will be your responsibility from the time we deliver the product to the address you gave us or you or a carrier organised by you collects it from us.
- 7.10. When you own the products.** You own the products once we have received payment in full.
- 7.11. What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the products to you and/or install them for you. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (see clause 9.1) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying or installing the products late or not supplying or installing any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 7.12. Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:
 - (a) deal with technical problems or make minor technical changes;
 - (b) update the product to reflect changes in relevant laws and regulatory requirements;
 - (c) make changes to the product as requested by you or notified by us to you (see clause 6);
 - (d) a third party supplier discontinues a product that you have ordered.

- 7.13. Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than one month and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.

- 7.14. We may also suspend supply of the products if you do not pay.** If you do not pay us for the products when you are supposed to (see clause 11.4) and you still do not make payment within 5 days of us reminding you that payment is due, we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. As well as suspending the products we can also charge you interest on your overdue payments.

8. Your rights to end the contract

- 8.1. You can always end the contract for supply of a product before it has been delivered, installed and paid for.** You may contact us to end your contract for a product at any time before we have delivered and installed it and you have paid for it, but in some circumstances we may charge you for doing this, as described below. You always have rights where a product is faulty or mis-described (see clause 10. "If there is a problem with the products").
- 8.2. What happens if you have good reason for ending the contract.** If you are ending the contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any products which have not been provided or have not been provided properly and you may also be entitled to further compensation. The reasons are:
 - (a) we have told you about an upcoming change to the product or these terms which you do not agree to (see clause 6.1);
 - (b) we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
 - (c) there is a risk that supply of the products may be significantly delayed because of events outside our control;
 - (d) we have suspended supply of the product for technical reasons, or we notify you that we are going to suspend them for technical reasons, in each case for a period of more than three weeks; or
 - (e) you have a legal right to end the contract because of something we have done wrong (but see clause 7.9 in relation to your rights to end the contract if we deliver late).

- 8.3. What happens if you end the contract without a good reason.** If you are not ending the contract for one of the reasons set out in clause 8.2, then the contract will end immediately and we will refund any sums paid by you for products not provided but we may deduct from that refund for, if you have not made an advance payment, charge you reasonable compensation for the net costs we will incur as a result of your ending the contract as compensation for the net costs we will incur as a result of your doing so.
- 8.4. Returning products after ending the contract.** If you end the contract after products have been dispatched to you and (because we cannot recall them) they are delivered to you, you must return them to us. If you are ending the contract because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you are exercising your legal rights to end the contract because of something we have done wrong then we will pay the costs of return. In all other circumstances you must pay the costs of return.

9. Our rights to end the contract

- 9.1. We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:
 - (a) you do not make any payment to us or we are unable to collect payment from you when it is due and you still do not make payment within 5 days of us reminding you that payment is due;
 - (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products, for example, the delivery address; or
 - (c) you do not, within a reasonable time, allow us to deliver the products to you and install them or collect them from us, for example, your address and contact details.
- 9.2. You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 9.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract as compensation for the net costs we will incur as a result of your breaking the contract.
- 9.3. We may withdraw the product.** We may write to you to let you know that we are going to stop providing the product. We will let you know at least 5 days in advance of our stopping the supply of the product and will refund any sums you have paid in advance for products which will not be provided.

10. If there is a problem with the product

- 10.1. How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can telephone our consumer service team at 01387 250149 or write to us at customerfeedback@dctg.co.uk. Alternatively, please speak to one of our staff in-store at the branch. Our Complaints Policy can be accessed via our website, www.dtcmerchantsltd.co.uk.
- 10.2. Summary of your legal rights.** We are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the product. Nothing in these terms will affect your legal rights.

Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

up to 30 days: if your goods are faulty, then you can get an immediate refund.
up to six months: if your goods can't be repaired or replaced, then you're entitled to a full refund, in most cases.
up to 10 years: if your goods do not last a reasonable length of time you may be entitled to some money back.

- 10.3. Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you for a reasonable collection fee.

11. Price and payment

- 11.1. Where to find the price for the product.** The price of the product will be quoted upon ordering at one of our branches unless we have agreed another price with you in writing. Please note that our prices do not include the cost of delivery, if any. We take all reasonable care to ensure that the price of product advised to you is correct. However, please see clause 11.3 for what happens if we discover an error in the price of the product you order.
- 11.2. We will pass on changes in the rate of VAT.** If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product (including delivery costs) in full before the change in the rate of VAT takes effect.
- 11.3. What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may terminate the contract, refund you any sums you have paid and require you to return the product at our expense.
- 11.4. When you must pay and how you must pay.** We accept payment with Visa and MasterCard. Please note that we do not accept payment with American Express. We also accept payment by way of cheque and cash. You must pay for the products (including delivery and installation costs) before we dispatch them unless we agree in writing that payment will be due on delivery.
- 11.5. We can charge interest if you pay late.** If you do not make any payment to us we may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of The Royal Bank of Scotland plc from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.
- 11.6. What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

12. Our responsibility for loss or damage suffered by you

- 12.1. We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but, except as set out in clause 12.2 we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
- 12.2. We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the goods, including the right to receive goods which are: as described and match information we provided to you and any sample seen or examined by you; of satisfactory quality; fit for any particular purpose made known to us; and, where installed by us, correctly installed; and for defective products under the Consumer Protection Act 1987.
- 12.3. When we are liable for damage to your property.** If we are installing the products or providing other services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.
- 12.4. We are not liable for business losses.** We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

13. How we may use your personal information

- 13.1. We will only use your personal information as set out in our Privacy Policy.** A copy of our Privacy Policy can be found on our website, www.dtcmerchantsltd.co.uk.

14. Other important terms

- 14.1. We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation.
- 14.2. You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 14.3. Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end this contract or make any changes to these terms.
- 14.4. If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 14.5. Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.
- 14.6. Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by Scottish law and any legal proceedings in respect of the products must be raised in the Scottish Courts.

All finished?

Before posting your completed application form, please check:

- Have you enclosed one form of identification (utility bill or bank statement)?
- Have you enclosed a copy of the letter of intent from your bank/building society (if applicable)?
- Have you filled in your required credit limit?
- Have you signed the application form?



Please return your completed application form to:

DTC Merchants Limited
Huntingdon Road
Dumfries
Scotland
DG1 1NF

What happens next?

Once your application has been processed, normally two working days, we will provide you with written confirmation of your credit limit and account number. This will confirm that your account has been activated and is ready for immediate use.

For any enquiries relating to this form, please call 01387 262049



DTC

DTC
Merchants
Limited

Tel | 01387 262 049

Email | info@dtcmerchants.co.uk