



Credit Account Application Form

To apply for a Marks & Spencer lunchtogo Credit Account, please complete and sign this form and fax it to us on 0845 051 8455. Please allow up to 2 working days for clearance. During this time you will not be able to order unless you pay by Credit/Debit Card. All credit limits will be set at £500.

Company Details

Business/Trading Name			
Address			
		Postcode	
Switchboard Tel & Fax	T		F
Company Registration No			
Parent Company Name			

We will automatically upgrade any existing Card Payment account that you may have to an Invoicing Account. To assist with our processing please enter your Customer Reference number, or Account Number, *if known*.

Orderer's Contact Details (More can be added on written request)

Title – Mr/Mrs/Ms/Miss			
First name			
Surname			
Address			
		Postcode	
Direct Tel & Fax numbers	T		F
E-Mail Address			
Job Title			

Invoice Contact Details

Title – Mr/Mrs/Ms/Miss			
First name			
Surname			
Invoicing Address			
		Postcode	
Tel & Fax numbers	T		F
*E-Mail Address			
Purchase order no required?	Yes		No
Company Vat Number			
Name of Bank			
Bank Address			
		Postcode	

How would you like to receive your invoices? *By e-mail By Post

Conditions of Application

I agree to the terms and conditions laid out for the lunchtogo service and I agree to pay all invoices by the due date, (30 day invoice facility agreed).

No corporate title, designation, service mark, trademark or any other trading name style of Marks & Spencer may be used, or adopted by the customer without the consent of Marks & Spencer first having been obtained in writing.

Marks & Spencer reserves the right to alter any of the terms and conditions on reasonable notice to the customer.

Authorised signature of individual responsible for the Account:	
Name in block capitals:	

Tel: 0870 608 0505. Fax: 0845 051 8455. E-mail: lunchtogo@marks-and-spencer.com
 Customer HelpDesk: Mon to Fri 9am – 5.30pm
 Marks & Spencer plc. Registered Office: Waterside House, 35 North Wharf Road, London, W2 1NW



Terms & Conditions

Following your request for a credit account with Marks and Spencer, we are pleased to offer this facility with the following terms and conditions:

PAYMENT TERMS: These terms apply to all credit, which you have with us. They apply to the exclusion of any verbal representations that may have been made. These terms shall last as long as you owe us money.

LATE PAYMENT: We will charge interest on all outstanding sums at a daily rate of 4%. The interest rate may change from time to time in accordance with rates set by the Bank of England, but if they do, we will notify you. However, if you pay us before close of business within 30 days of the invoice as sent to you, we will not charge you interest. We will invoice you for the full amount you owe us per order. You will pay us the amount outstanding as set out on the invoice within 30 days of the date of the invoice.

SUMS OUTSTANDING: We reserve the right to ask for all sums outstanding to be repaid to us immediately, together with any interest, which may have accrued on such sums.

OVERDUE ACCOUNTS: We reserve the right to assign your debt to a debt factoring agency to chase on our behalf, or on their own behalf. All credit facilities with Marks & Spencer p.l.c. will then be withdrawn.

COMPLAINT PROCEDURE: If you have a complaint, please take this up with the call centre Accounting Team on 0870 608 0505 in the first instance. If you are still not satisfied, contact Customer Services 0845 302 1234. All complaints must be logged at the call centre within 24 hours of receipt or collection of delivery and a signature acknowledging delivery or collection has been given.

PAYMENT METHODS: Our preferred method of payment for settlement of the balance of the credit account is via BACS.

PRICES: Due to daily fluctuations in market prices, the prices charged to your account may differ from those shown on the catalogue. Therefore the prices indicated should be used for guidance only. Marks & Spencer reserves the right to revise its prices at any time prior to delivery. Due to the bespoke nature of this business service, individual in store offers may not apply.

MINIMUM ORDER is £35 including £5.50 service and handling charge which is payable on all orders.

LAST ORDERS must be placed by 4pm (except sandwich platters) for next day delivery and by 4pm on Friday for Monday deliveries.

SANDWICH PLATTERS must be ordered by 10am the previous working day. After this time availability may be limited and Marks & Spencer reserves the right to implement the substitutions policy.

SUBSTITUTIONS: Marks & Spencer reserves the right to substitute products without prior notice for any reason.

ORDER CONFIRMATION: Your order will be confirmed by e-mail or fax, so please ensure you check receipt of your Order Confirmation. If your order confirmation is incorrect or you have not received it by 4pm the day before delivery, please call the Customer Service Team on 0870 240 4000 immediately as errors cannot be rectified later. Lines are open Monday to Friday 9am to 5.30pm for queries and advice.

ORDER CANCELLATIONS: Should you need to cancel your order, please do so via the web-site (www.lunchtogo-e.com) or by e-mail /fax before 4pm on the working day before delivery. If cancelled after 4pm, the order will be charged in full. If you do not receive an e-mail/fax confirming receipt of your cancellation it will be deemed as not transmitted by you, and we will not take responsibility for failure to cancel your order.

DELIVERIES: All orders will be delivered to the main reception area within your company and a signature will be required for proof of delivery. Deliveries can be made Monday to Friday (excluding Public Holidays). Please specify your preferred delivery time i.e. pre midday, 12pm -1pm, 1 – 2 pm, after 2pm. If you wish to collect your order from the store please notify us when placing your order (only available outside London).

REJECTED ORDERS: Orders may be rejected if the official order form is not used or if the information supplied is insufficient or incorrect.

ALCOHOLIC DRINKS can only be purchased by customers aged 18 years and over.

Calls may be monitored or recorded for quality assurance and staff development purposes



VAT NO: 2321 288 92
Company Reg: 21 44 36

BACS DETAILS

Bank Name:	Lloyds TSB Bank
Bank Address:	City Office Gillingham Business Park Kent
Account No:	0302266
Sort Code:	30-00-02
International Bank Account Number (IBAN):	GB83 LOYD 3000 0200 3022 66
Branch Identifier Code (Swift Code):	LOYDGB2LCTY
Account Name:	Vertex Customer Management Ltd

Please note that in order to keep your account up to date, we require a detailed remittance advice with every BACS transfer and confirmation of the wording, which will appear, on our bank statement.

Please forward your remittance to:

lunchtogo Accounts Department
PO Box 288
Warrington
WA5 7WZ

E-mail: lunchtogo@marks-and-spencer.com
Fax: 0845 051 8455

If paying by cheque please make payable to lunchtogo.

If you require further information please do not hesitate to contact a member of the finance team on 0870 608 0505.