



CARIBBEAN LIQUORS & TOBACCO

IMPORT • EXPORT • WHOLESALE • RETAIL • DISTRIBUTOR
LIQUORS • SPIRITS • RUMS • WINES • CHAMPAGNES
TOBACCO • MINERAL WATERS • BEVERAGES

Customer Account Application Form

All customers applying for a credit or C.O.D (Cash on Delivery) account must provide a copy of the following with this application form:

- 1) Registration at Chamber of Commerce / Extrait de K-BIS (French Side)
- 2) Copy of business license/ Copy of ID or Passport
- 3) Crib Number (Dutch Side)/ Siret Number (French Side)

COMPANY INFORMATION

Business Name:		N.V./SARL Name:	
Crib Number/Siret Number:		Business Owner Name(s):	
Address:			
E-Mail:		Phone:	
Type of Business: <i>(Please check one that applies)</i>			
<input type="checkbox"/> Duty Free Store	<input type="checkbox"/> Restaurant	<input type="checkbox"/> Other (Specify) _____	
<input type="checkbox"/> Convenient Store	<input type="checkbox"/> Bar/Nightclub		
<input type="checkbox"/> Supermarket	<input type="checkbox"/> Snackbar		
Have you ever requested credit from our company under this name or any other name? <input type="checkbox"/> No <input type="checkbox"/> Yes <i>(If yes, please explain circumstances)</i> **Please note that credit will be granted after a 3-month cash-on-delivery (COD) trial period.			
Is a purchase order required for the placement of an order for your company? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Do you have any special request/instructions regarding deliveries? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:			
Please list the information of the person who will be handling your accounting :			
Full Name		Email Address	Phone Number
Please list all persons authorized to place orders :			
Full Name		Email Address	Phone Number
Full Name		Email Address	Phone Number

GENERAL CONDITIONS

By checking off the following you hereby acknowledge that you have received and read CLT's policies:	
<input type="checkbox"/> Payment Policy	
<input type="checkbox"/> Delivery Policy	
<input type="checkbox"/> Return Policy	
<input type="checkbox"/> Order Cancellations	
Name of Applicant:	Title:
Signature:	Date:

General Conditions

Delivery Policy

CLT is dedicated and strives to maintain a prompt delivery schedule to all customers. Our general order processing policy typically allows up to a 48-hour delay from the time of order confirmation to receipt of order. There have been many instances of same-day delivery however with traffic congestion and high order volumes, it can sometimes become difficult. If you place an order after hours, note that the order processing will begin the next business day.

In consideration of all aspects and requirements of the various customers and sectors of the business community, please keep the following delivery terms in mind to avoid disruptions to your deliveries:

- Caribbean Liquors & Tobacco reserves the right to the property of the delivered goods up to and until full payment of the agreed price. Therefore, Caribbean Liquors & Tobacco retains ownership of the delivered goods as meant in Article 3:92 of the Civil Code up to and until full payments is received.
- The Buyer is authorized, within the normal functioning of his enterprise, to resell the delivered goods. The buyer cannot, however, pledge them or transfer the delivered goods as security or otherwise encumber the delivered goods.
- Caribbean Liquors and Tobacco reserves the right to claim advance payment on prior to delivery of any goods, by means of pro-forma invoices.
- Immediate delivery is not company policy. Without exception, all customers get priority according to the shipping logistics and resources available to us.

In addition to the above processing, we encourage our customers to help us curb unnecessary costs to both parties and to avoid misunderstandings with our delivery personnel by implementing the following steps with deliveries:

- Always verify the documents (invoices/delivery receipts) presented to you. Make certain that the 'Customer Name' & 'Ship To Address' relate to you.
- Always conduct your own checks (check off on your invoice) of the inventory as it is being offloaded.
- Always note discrepancies (broken items, missing items, incorrect items or size) on the documents and have one of our delivery personnel co-initial the remarks.
- Always print your name, date, and time of delivery alongside your signature.

Return Policy

Customers may return a product that is in saleable condition to the Caribbean Liquors & Tobacco provided it is accompanied by the original invoice receipt within thirty (30) days of purchase. A restocking fee of 20% for returned items will be applied. The customer can be refunded by way of a credit to their account, exchange of product, or a cancellation of credit card transaction. No Cash will be refunded. The exception is wines and champagnes which must be returned within 24 hours, and items bought on a special promotion are non-returnable unless otherwise agreed upon in writing. In the case of a defected product, the product will be exchanged within three (3) days of purchase.

What does saleable condition mean?

Saleable condition means the items are suitable for selling or capable of being sold. The product must be in good condition. It must be clean, unopened, label intact and no water or any other types of damage visible.

Can I return champagne or wine?

Proper storage is integral to the quality of wines and champagnes. After a sale we are not in control of where an item has been stored, and as such we cannot issue a refund for wines or champagnes after 24 hours has passed.



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Can I return delisted or promotional sale products?

No. When CLT decides to stop carrying a product or carryout a sale its price is decreased to enable us to clear remaining inventories of the product. The sale of all delisted and on sale product is final, unless otherwise agreed upon in writing by a company representative.

How do I return a defective product?

CLT is committed to providing the highest quality beverage, alcohol, and tobacco products available. If you feel you have purchased a defective product from our inventory, you may return the product to us for inspection. Return of a faulty product must indicate immediate discovery. Defective returns will not be accepted when a large fraction of product is absent from the packaging.

Extraordinary circumstances: Returning product after 30 days.

Under extraordinary circumstances a product may be returned after 30 days. This will be handled on a case-by-case basis and must be approved by management. The products must be in saleable condition, there will be a 20% restocking fee, and the products are subject to a 30% depreciation value.

Order Cancellations

We may cancel your order before delivery in whole or in part. We may do this even if we have received payment from you or sent you an invoice. The circumstances in which we may cancel your order are if:

- any of the ordered products are not available;
- there was any error in the description of any ordered products, or their price as advertised by us;
- the terms and conditions listed in the "Delivery Policy" above provide that we may not deliver your order.

Payment Policy

All accounts on credit are requested to pay outstanding orders by the 15th of every month. We reserve the right to place on hold or close an account who has not paid on time.

Cash on Delivery (COD) Terms:

- Accounts are required to pay upon delivery of goods.

Open End Monthly Charge Account Terms:

- Payments are to be ready no later than the 15th for goods delivered the prior month/period.
- We accept checks, cash, credit/debit, and bank transfers.
- Contact accounting@cltbv.com to get your account up-to-date.

Bank Transfer Information:

Royal Bank of Canada (RBC)	Windward Island Bank (WIB)	LCL Bank (LCL)
<ul style="list-style-type: none"> • USD ACCOUNT 8200009990117872 • NAFL ACCOUNT 8200009990117937 	<ul style="list-style-type: none"> • USD ACCOUNT 21762101 	<ul style="list-style-type: none"> • EURO ACCOUNT 0000070216U • USD ACCOUNT 0000070217V

Credit Notes and Cheques Issued by CLT:

Any Credit Notes issued by CLT must be used within one (1) year of the issue date. Cheques issued by CLT must be deposited within three (3) months of the issue date.

Department Contacts

Finance and Accounting: accounting@cltbv.com

Order Entry: orders@cltbv.com

Marketing: marketing@cltbv.com

Retail Store: Retail@cltbv.com