



DATE: / /

Account No. []

DATE EFFECTIVE FROM / /

Please tick relevant box:

- OPENING, CLOSING, CHANGE OF ADDRESS, CHANGE OF OWNERSHIP

GROUP ACCOUNT Enter group name: []

Customer Account Request Form

*ONCE COMPLETED, PLEASE EMAIL TO : accounts@cts-dental.com

PRACTICE NAME [] DENTIST GDC NO. []

Address 1 []

Address 2 []

Address 3 []

TOWN [] TEL NO. []

COUNTY [] EMAIL []

POSTCODE [] WEBSITE []

CONTACT NAME FOR ACCOUNT RELATED QUERIES [] OCCUPATION []

CONTACT NAME FOR SALES RELATED QUERIES & ORDERING [] OCCUPATION []

OTHER RELATED PRACTICES [] PLEASE LIST ACCOUNT NUMBERS (IF KNOWN) []

SPECIALIST SURGERY: (PLEASE TICK RELEVANT BOX)

- IMPLANT, PERIO, ORTHO, COSMETIC, WHITENING, TRADE

OTHER Please specify: []

NO OF SURGERIES []

NO OF DENTISTS []

NO OF HYGIENISTS []

% SPLIT BETWEEN

NHS [] PRIVATE []

OPENING TIMES

- MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY, SATURDAY, SUNDAY AM - PM

MAILING LIST [] YES [] NO CONTACT NAME []

OPEN FOR ONGOING ORDERING: [] YES [] NO OPENING ORDER TAKEN: [] YES [] NO

CREDIT FACILITIES REQUEST & AGREEMENT

Do you wish to apply for credit facilities with Alanic engineering Ltd t/as CTS Dental Supplies?

[] YES [] NO

If yes, please read and confirm your acceptance of our standard credit terms:

Standard Terms: Payment is due within 30 days from the date of invoice.

By signing below, you acknowledge and agree to these terms and confirm that you are authorised to request credit facilities on behalf of your organisation.

NAME: [] POSITION: []

AUTHORISED SIGNATURE: []

DATE SIGNED / /

3RD PARTY DATA SHARING [] YES [] NO

I acknowledge that Alanic Engineering Ltd t/as CTS Dental supplies may share business-related information...

- Credit assessment and account setup, Order fulfilment and logistics, Regulatory compliance and fraud prevention, Contractual obligation

This data will not be used by them for marketing or advertising purposes, and will only be shared where necessary to support our commercial relationship...

I confirm that I have read and understood the Privacy Policy and consent to the processing and sharing of our business data as described.

AUTHORISED BY: []

COMPLETED BY: []



Please read the Terms & Conditions carefully and once completed, tick the box below to acknowledge.

Terms & Conditions of Account

1. Definitions

"Company" refers to Alanic Engineering Ltd T/A CTS Dental Supplies.

"Customer" refers to the applicant or purchasing entity opening an account and/or placing orders with the Company.

"Goods" refers to all products supplied by the Company.

2. Account Application

By submitting this application, the Customer requests the opening of a trading account. Account approval is granted solely at the Company's discretion. The Company reserves the right to refuse, suspend, restrict, or withdraw account facilities at any time without notice.

3. Payment Terms

Unless otherwise agreed in writing, all invoices must be paid within 30 days of the invoice date.

VAT will be charged at the prevailing rate applicable at the time of despatch.

Payments must be made in full and without set-off or deduction

4. Late Payments & Charges

The Company reserves the right to apply:

- Interest on overdue balances
- Administration and processing fees
- Legal or recovery costs associated with debt collection

Persistent non-payment may result in suspension of supply or termination of account facilities

5. Credit Facilities & Limits

Any credit terms or limits granted are subject to ongoing review and may be varied or withdrawn at the Company's discretion and without prior notice.

The Customer agrees to provide any financial information reasonably requested for the purpose of credit assessment or review.

6. Pricing & Product Variations.

All prices and charges are subject to change without notice.

Orders will be invoiced at the price applicable at the time of despatch.

The Company reserves the right to amend prices, discontinue products, or update specifications without prior notification.

7. Retention of Title (Ownership of Goods)

Ownership of all goods remains with Alanic Engineering Ltd T/A CTS Dental Supplies until full payment of all invoices relating to those goods is received, this includes goods supplied under any other contract and any other monies owed to the Company

In the event of default or breach of these Terms, the Company reserves the right to:

- Enter the Customer's premises without liability
- Recover or repossess Goods supplied

The Customer grants the Company an irrevocable right of access for this purpose.

8. Customer Obligations

The customer warrants that all information provided is accurate and agrees to notify us of any material changes to ownership, structure, or financial position.

9. Orders, Delivery & Acceptance

All orders are subject to acceptance and product availability.

The Company reserves the right to decline or cancel orders at its discretion.

Inspection on Delivery. The Customer must check all deliveries upon receipt.

Claims relating to missing, damaged, or incorrect items must be made within 5 days of delivery.

Claims outside this period may not be accepted.

Delivery Charges. Additional delivery charges may apply based on destination or if minimum order values are not met

CTS DENTAL SUPPLIES, THREE ARCH BUSINESS PARK, THREE ARCH ROAD, REDHILL, SURREY, RH1 5SS



01737 765400



ctsdentalsuppliesuk



sales@cts-dental.com



www.cts-dental.com



10. Returns Policy

Goods will not be accepted for return without prior authorisation from CTS.

General Returns

To qualify for credit:

- Goods must be returned within 7 days of the invoice date
- Returned items must be unopened, in original packaging, and in a re-saleable condition
- Goods must be returned via recorded delivery at the Customer's cost
- A copy of the relevant invoice must be included

Goods returned without original packaging will not be credited or exchanged.

Unauthorised returns will not receive credit, and any associated costs for disposal or return may be charged to the Customer.

A handling fee may be applied at the Company's discretion.

Faulty Goods

Faulty items must be returned (at the Customer's cost) together with proof of purchase.

The Company will issue a credit or replacement at its discretion.

Non-Returnable Products

The following items are non-returnable unless recalled by the manufacturer, supplied incorrectly by CTS, or proven faulty:

- Dated products
- MHRA licensed products
- Surgical products, including instruments

Any issues with these items must be reported within 48 hours of delivery

11. Loyalty Bonus Points

CTS loyalty bonus points must be redeemed before their stated expiry date.

Points without expiry dates will not be accepted.

12. Limitation of Liability

To the maximum extent permitted by law, the Company is not liable for:

- Indirect, consequential, or special losses
- Loss of profit, business, or goodwill
- Any losses arising from misuse or improper handling of Goods

The Company's total liability is limited to the value of the Goods supplied

13. Default, Suspension & Termination

The Company reserves the right to:

- Suspend orders or supply
- Withdraw credit facilities
- Terminate the trading account

This may occur if payment terms are not met or if the Customer otherwise breaches these Terms & Conditions.

14. Data Protection & Confidentiality

The Company will process Customer information in accordance with applicable data protection laws.

Information may be used for account management, credit assessment, fraud prevention, and legal compliance.

Customer information will not be shared with unrelated third parties without consent, except where legally required.

15. Acceptance of Terms

By signing the account application form or placing an order, the Customer confirms acceptance of these Terms & Conditions in full.



[Click here to acknowledge that you have read and understood the terms and conditions of CTS Dental Supplies.](#)

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