

94 New Bond Street
London, W1S 1SJ

Tel: 0870 486 2624
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www.buy-time.co.uk

Dear Supplier

Thank you for your interest in working with buy:time and for our customers.

In order to join the buy:time database of 'preferred third party suppliers', you are required to undergo our vetting process.

Please start this process by completing the attached application form and submitting as much information on your products or services as possible. We must be in receipt of copy documentation and/or written confirmation of the following information:-

- Company Information e.g. brochures, marketing material, pricing policies, geographical coverage etc
- Two written customer references
- Contact details of 2 further referees for us to speak to
- Qualifications
- Copy of insurance certificate (future renewal certificates will also need to be sent)
- Regulatory and/or trade body registration/membership details
- Details of guarantees or warranties
- Awards and/or other certificates

Please remember to keep buy:time updated on changes made to your business going forward.

The more we get to know you, the more confident we will become in referring your trade to our customers. The best reference we can give, of course, is that of our own once we have experience of your work. However, buy:time is not tied to any supplier and is merely offering a referral to our customers to trades and services that we grow to know and like and, as far as possible, have good experience of.

buy:time customers employ the services of third party suppliers directly. Therefore when the time comes that you work for one of our customers, please ensure that you provide proper quotations as appropriate and address all invoices to the customers. Please also ensure that our customers are in receipt of your terms and conditions of business, ahead of supplying your service to them, as appropriate. It is usual for quotations, invoices and terms of business to be managed by the relevant buy:time lifestyle manager who will guide you on the information flow at the time.

Good customer service is paramount at all times and we do expect to see administration taken care of in a timely manner and communication to be clear and responsive. Too often, we have seen things going wrong as a result of poor communication, inaccurate administration and slow responses.

Should a customer submit a complaint on your service or be dissatisfied in any way, we expect a high level of customer care to be delivered at all times to handle any such concerns.

buy:time customers often expect us to be kept up to speed on supplier pricing and to make referrals to services that charge in line with current market rates. Please therefore inform us if and when you make any changes to your prices.

Once you have successfully joined our supplier database, the individual lifestyle managers will make contact with you as and when appropriate requests come in from our clients. We will not necessarily make contact before then.

The buy:time lifestyle managers share their views and feedback on the services that we work with on behalf of our customers. Feedback is input into the database, shared via our team email correspondence and also discussed at our team meetings.

buy:time does not generate profits from the business referral scheme we operate. We ask for a commission on the business we refer, in order to finance the management of our supplier database and the supplier manager role here. We do not necessarily charge our clients for providing supplier details either and consider the contacts we build over the years as a benefit to our customers. Instead our charges to our clients are in payment for a comprehensive personal assistance service and the time taken in the sourcing, organising and project managing of supplier work, for example.

The buy:time contact details to use when submitting your application and supporting documentation is as follows:-

Buy Time (UK) Ltd
94 New Bond Street
London
W1S 1SJ

Fax: 0870 486 2625

Email: suppliers@buy-time.co.uk

Please do not call into buy:time regarding your application, as we are simply unable to return the volume of calls that we receive.

We thank you for your application and look forward to working with you.

Yours sincerely

Liz Silcock
Supplier Manager

buy:time Supplier Application Form

<p>Company Name ("Supplier")</p> <p>Registered Name:</p> <p>Trading Name:</p> <p>Company Number:</p>	<p>Registered Address, Trading Address and other branches:</p>	<p>Contact Details</p> <p>Telephone:</p> <p>Fax:</p> <p>Mobile:</p> <p>Email:</p> <p>Website:</p>
<p>Contact Person and Position:</p>	<p>Supplier Business Type:</p>	<p>No. of Years in Business:</p> <p>Qualifications:</p>
<p>Please state and provide copies of insurance certification, awards received and/or trade bodies that Supplier belongs to:</p>	<p>Names and contact details of two trade references provided and two to be contacted at will by buy:time:</p>	<p>Outline guarantees and/or warranties, as applicable:</p>
<p>Supplier agrees to pay a referral fee to buy:time (UK) Ltd of an amount equal to 10% of each invoice total issued to any client referred to Supplier by buy:time. Supplier shall not add additional fees to the client quotation to fund such referral fee; payment must be funded from Supplier's margin. Supplier shall send buy:time a copy of any invoice issued to each client referred by buy:time at the same time as such invoice is issued to the client. buy:time shall not be responsible to Supplier for the fees payable by any client and Supplier shall not set-off any amount owed to buy:time against amounts owed by clients. Referral fees payable in accordance with these conditions shall be paid by Supplier within 30 days of the date of issue of the relevant invoice to the client and shall be paid by cheque or [BACS]. Any late payment of the referral fee shall accrue interest at the rate of 2% per month. Any dispute arising with respect to these conditions shall be governed by English law.</p>		
<p>Signed by:</p> <p>Position in company/business:</p> <p>On behalf of (business name):</p> <p>Date:</p>		