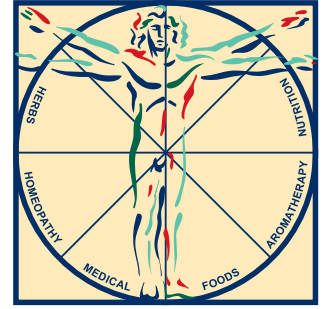


RENER HEALTH

ACCOUNT APPROVAL FORM

R E N E R



Health Products Pty Ltd

Practitioner / Business Name: _____

Clinic / Trading Name: _____

If Practitioner, please specify modality: _____

TGA Exemption Number: _____ (if applicable)

Medical Practitioner Provider Number: _____ (if applicable)

NHS Dispensing Provider Number: _____ (if applicable)

Association Membership Details: _____

If not a Practitioner, please specify: _____ (eg. Retailer, Beauty Therapist)

Rener Health Products P/L
ACN: 009 063 272 ABN: 11 009 063 272

17 VULCAN ROAD
CANNINGVALE WA 6155

PO BOX 1327
CANNINGVALE DC WA 6970

TELEPHONE:
General 08 9311 6800
Client Orders 08 9311 6810
Accounts 08 9311 6820
Technical 08 9311 6830
Toll Free 1300 883 716

FACSIMILE:
Admin 08 9311 6898
Client Orders 08 9311 6899

E-MAIL:
admin@renerhealth.com
orders@renerhealth.com
accounts@renerhealth.com
info@renerhealth.com

NOTE: ADDRESS FIELDS MUST BE COMPLETED BEFORE ACCOUNT FORM CAN BE PROCESSED!

Contact Name: _____ Email: _____

Telephone: _____ Facsimile: _____ Mobile: _____

Accounts Contact Person: _____ Accounts Phone Number: _____

Registered Business Address: _____ State: _____ Post Code: _____

Trading / Delivery Address: _____ State: _____ Post Code: _____

Is your business (please check box)

Sole Trader Partnership Limited Partnership Proprietary Company Public Company Trust

ABN: _____ ACN: _____ Date of Registration or Commencement of Business: _____

Names of: Directors Partners Proprietors (please check box)

1. _____ 2. _____ 3. _____

4. _____ 5. _____ 6. _____

Bank: _____ Branch: _____

Credit References

Name 1: _____ Telephone: _____ Fax: _____

Address: _____ State: _____ Post Code: _____

Name 2: _____ Telephone: _____ Fax: _____

Address: _____ State: _____ Post Code: _____

Mailing list - would you like to receive our newsletter Yes No

Specials/updates - how would you like to receive these by Fax Email None

I/We agree that Rener Health Products may seek commercial credit information (SECTION 18L (4) PRIVACY ACT 1988). If Rener Health considers it relevant to assess this application for personal credit I/We agree to Rener Health obtaining a report about My/Our commercial activities or commercial worthiness from a business which provides information about the commercial credit worthiness of persons. I/We understand that the information may be used to assess this application for credit and to notify other credit providers of a default by Me/Us.

I/We the undersigned hereby:

- a) Agree to the Trading Terms and conditions of sale.
- b) Agree that Rener Health Products reserves the right to charge interest at the rate of 18% on overdue accounts.
- c) Acknowledge that credit facilities may be withdrawn without prior notice.
- d) Jointly and severally guarantee payment to RENER HEALTH PRODUCTS of monies due by the above named business or Company, and that proof that our Invoice/Statement has been received by you and that you have not notified us in writing within 30 days of receipt of any dispute as to the amount stated as owing thereon, shall be sufficient evidence for all purposes that, as at the date borne on such invoice/Statement the amount thereon is due and payable within 30 days.
- e) Acknowledge that as at this date there are no legal actions or judgments against me/us and that I/We are able to pay our debts as and when they fall due.
- f) If I/We default on payment of any Invoice/Statement within the 30 day terms I/We agree to pay any debt collection or legal collection expense.

I/We declare the above facts are true and correct, and that I/We make this application for the purpose of obtaining merchandise on an open account basis with knowledge of your reliance upon the accuracy of the matters stated herein.

Signed: _____ Date: _____ Title: _____

Signed: _____ Date: _____ Title: _____

Signed: _____ Date: _____ Title: _____

Office Use Only

Account Number: _____ Credit Checked Date Approved: _____ Date Opened: _____

Authorised by: _____

Delivery Instructions: _____

_____ Pricelist Provided Yes

Terms of Trade

Effective as at 1 July 2011

Credit

We offer a thirty day net credit facility to approved account holders who have filled in an account application and the facility has been approved.

C.O.D.

We do accept credit card payments as below or will hold your order to be released pending payment. ALL non-account holders are considered to be C.O.D. or 'cash with order' purchases.

ORDERS

Orders may be placed by fax, telephone or email. Alternatively our warehouse is open for you to pick your own order. If you would like to collect your order from our warehouse please allow at least 2 hours from time of ordering for your order to be processed and ready for collection.

Payment

Payments may be made by cash, cheque, direct deposit or credit card (Bankcard, MasterCard, and Visa). At this stage we do NOT pass on any bank fees incurred by us in accepting payment via this method. *A 1.5% discount is applied when you pay by credit card or cash when you order or on collection of goods from our warehouse, subject to payment being made available upon first presentation and the account being within trading terms.* This discount is not available with any other offer.

Price Changes

All prices are subject to change without notice. Please check our monthly newsletter for price changes but prices can and do change without notice. We recommend you check each invoice where price changes are noted to ensure you have correct prices.

Minimum Order

We are more than happy to process an order of any size, but apply a \$7.15 GST inclusive surcharge to orders less than \$150.00 ex GST to cover our costs of freight and handling. Goods collected ex Warehouse do not attract freight fees.

Freight

Orders over \$150.00 ex GST are sent freight free anywhere in W.A. (exceptions apply for remote areas, express post or 'bulky' orders). We can arrange express deliveries of urgent orders which will acquire a small surcharge dependant on the associated costs. We can get urgent orders delivered via our courier, CTI, if requested at your expense. We do not send goods under your freight account/carrier unless agreed prior.

Times

Our warehouse & offices are open from 8.30 am to 5pm Monday to Friday. All orders received by 12pm should be delivered within a 24 hour period (in metro area, except outer suburbs) - exceptional circumstances such as first week of month (order chaos), network problems (computer chaos), electrical power outs (no-computer chaos), ISP or telephone outages (communication chaos), or key personnel leave or illness (staff chaos) may impede on this schedule.

Carrier

We utilise CTI Express services for local deliveries, Star Track for outer suburbs and South Western Australia and Australia Post for everywhere else. Please be aware that items sent with 'special delivery details' are difficult to adhere to. If your delivery address is unattended at the

time of delivery, a card will be placed in your letterbox and please follow the instructions on the card to collect your parcel. It is your responsibility to be in attendance upon attempted delivery. We cannot re-route deliveries once they have left our warehouse.

Title

Title to goods does not pass until payment for those goods has been received in full.

Returns

All orders sent will be deemed as accepted and in accordance with your order unless we are notified within 21 days of the date of invoice. We reserve the right to refuse goods returned which are damaged, soiled, contaminated, expired or not in the condition originally supplied. We are under no obligation to accept cancellations, amendments or return of goods to an order which has been supplied correctly to you as per your order. We reserve the right to respond to specific circumstances at our discretion.

Overdue

Overdue accounts are an unnecessary strain on our resources, impede our ability to maintain a suitable supply for everyone (patients included), and are a direct breach of our credit agreement. As per our credit application we reserve the right to apply interest to overdue accounts. Accounts more than 15 days overdue are automatically put on a 'stop supply' - no further orders will be dispatched until payment has been received and cleared. Consistent late payment may also necessitate a permanent withdrawal of credit facility. Please adhere to our trading terms!

Out of Stocks

Should any item be out of stock we will notify you and put the item on backorder unless you request otherwise. There is no obligation to purchase any item placed on backorder once the item has returned to stock (except for goods specifically ordered by you). We will contact you via fax, phone or email once the item is back in stock.

Specials

At all times we will pass on specials (while promotional stock lasts) offered by our Suppliers and will notify you via our fax or email list of what specials are available, please let us know if you are not receiving specials information.

Cold Product

Many of the products we sell including probiotics and chocolates, must be packed to conserve temperature requirements and be delivered promptly. We **ALWAYS** pack cold product well, with cold-packs and wrapped, but continually face the problem of delayed delivery and adverse seasonal hot weather. Please note that cold product will **NOT** be sent on Fridays or when the temperature is expected to exceed 35°C. Please also note that we cannot be responsible for delays in delivery or non-attendance when a delivery has been attempted. Whilst every attempt is made to ensure adequate packaging and delivery, we do **NOT** accept liability for product delivered warm - goods are ordered and dispatched at *your* risk.

Practitioner Only Products

Rener Health distributes products that are deemed "Practitioner Only". These are only available to account holders defined as "Practitioners" in accordance with the Therapeutic Goods Act 1989.