



Lumena Lights Ltd.

Trade Account Application



Business Name:

Registered Address:

Tel No.:

Mob No.:

Email:

Website:

Trading Address: *(If different from above)*

VAT No.: *(If applicable)*

No. of employees:

Company Registration No.: *(If applicable)*

Date Established:

- Business Type:**
(Please tick)
- PLC
 - Limited
 - Partnership
 - Sole Trader
 - Other*

If you have previously traded with us please advise under which name you traded, and/or account number.

Company Name:

A/C Number: *(If known)*

Do you have a showroom: Yes No

**Please use this space if you have ticked 'Other'*

Proprietors / Director(s) Name:

Surname	Forename	Title	Email Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Primary Contact: **As Above**
(If different from above)

Surname	Forename	Title	Email Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Accounts Department: **As Above**
(If different from above)

Surname	Forename	Title	Email Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Application continues on next page.



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Would you be interested in stocking Lumena products?: Yes No

Shipping: (Tick all that apply) To Branch Dropship

Primary Function of Business: (Select one)

E-Commerce Only	Retail	Wholesale	Pro
<input type="checkbox"/> B2C	<input type="checkbox"/> B2C/Dual Market	<input type="checkbox"/> B2C	<input type="checkbox"/> Installer B2C
<input type="checkbox"/> B2B	<input type="checkbox"/> B2B	<input type="checkbox"/> B2B	<input type="checkbox"/> Installer B2B
<input type="checkbox"/> Dual Market	<input type="checkbox"/> B2C/Dual Market + E-Commerce	<input type="checkbox"/> Dual Market	<input type="checkbox"/> Installer (Dual)
<input type="checkbox"/> E-Commerce + Installer	<input type="checkbox"/> B2B + E-Commerce		<input type="checkbox"/> Designer/Specifier

Referees

Trade Reference 1

Contact Name:

Company Name:

Address:

Email Address:

Tel No.:

Trade Reference 2

Contact Name:

Company Name:

Address:

Email Address:

Tel No.:

Bank Details:

Account Name: *(As shown on account)*

Account No.:

Sort Code:

Branch Address:

CONDITIONS OF SALE are as shown in the Terms & Conditions of Lumena Lights Ltd; a copy of which has been supplied to me (overleaf). By accepting these terms and conditions, you will automatically be added to the Lumena Lights mailing list to receive stock updates and important information. You can choose to opt out at any time by updating your preferences or by ticking here:

I, the undersigned, accept these Terms & Conditions.

Signature:

Date:

Print Name:

Position:

Please tick here to confirm you have read and accept Lumena Lights Ltd.'s Terms & Conditions.

Lumena Lights Ltd.

Terms & Conditions



March 2025 (published online)

Full Terms of Business

Definitions "We", "us" or "the company" means Lumena Lights Ltd., "You", "the customer" or "the buyer" means the person, company or entity contracting to purchase the goods. "The goods" are the items that you order from us as specified by our order acknowledgement and on our invoice.

Order Acceptance

We can receive orders via the company's website, by phone, mail or e-mail using the contact methods published on our website or in other publicity materials. We reserve the right to refuse to accept orders or to require additional confirmation at our discretion. We acknowledge receipt of your orders via an appropriate communication: For example, web-based orders are acknowledged automatically by e-mail, telephone orders are acknowledged verbally at time of order. Orders placed by telephone are accepted when the order is placed and a contract of sale then exists between us and you from that time. If orders are placed via our website, no contract exists between you and the company until our official invoice has been issued and the goods delivered.

Refunds

If we acknowledge an order but, for some reason outside our control, we are unable to complete the transaction within 30 days then any payment made will be refunded immediately if you ask us to do so. Refunds due against returned goods will be paid as soon as the returned goods are received by us, subject to the goods being received in unused, undamaged condition in their original packaging and checks complete.

Pricing

We endeavour to ensure that all published prices are correct, however we reserve the right to change prices without notice and not to accept orders at prices that have been quoted in error. Prices are quoted in pounds sterling and, unless specifically stated, are subject to VAT at the prevailing rate.

Payment

Payment is accepted in pounds sterling by most major credit or debit cards as detailed on our web site at time of order. Credit and debit card payments are also accepted over the phone and in person at our showroom up to a maximum value of £2000. Any payments over this amount are to be paid by bank transfer to Lumena Lights Ltd. Only Large business customers may be offered credit facilities at our discretion and subject to appropriate checks and references. Interest at 3% per annum over the HSBC plc base rate, together with any expenses incurred in collecting payments, will be added to the invoiced prices on any overdue accounts.

Payment Security

All credit card payments made during transactions are either handled on our behalf by the Pay Pal secure payment gateway and handled using SSL 128 bit encryption, or via our secure card payment gateway, Square. No credit card details are processed or stored at any time on the company's web site.

Delivery

We aim to dispatch UK Mainland orders within 1 working day of receipt on a next working day delivery service (Mon-Fri), subject to stock availability. Orders placed before 3pm on Monday-Friday will usually be dispatched the same day. Orders received after 3pm on these days, or at weekends, will be processed the following working day. For items which are made to order, please allow up to a maximum of 5 days for production. Orders are delivered by the most appropriate method, usually via courier or for smaller items via 1st class post. If any delays occur, we will endeavour to keep you informed. If delivery is delayed beyond 5 days, we will always give you the option of receiving a full refund of any payments that you have made. Non UK Mainland orders will also usually be dispatched within 24 hours (as above) however transit time and delivery costs will vary depending on the location. Regrettably we are unable to dispatch goods outside the UK via our website. For more information click here, or email sales@lumenalights.com. All deliveries must be checked and any discrepancies or damage reported to us within 3 working days of receipt.

Promotions and Coupons

All promotions and associated codes and coupons are distributed in good faith and are subject to terms and conditions. Discount coupons cannot be used in conjunction with any other promotions or special discounts. We reserves the right to refuse the use of any or all promotions, discounts and coupons for orders placed online or over the telephone.

Risk

Delivery is ex-works, Daventry Northamptonshire and risk passes to the customer on delivery.

Returns

Returns will only be accepted with our prior agreement as detailed in our returns policy.

Retention of Title

Whether or not delivery has been made, property in the goods does not pass from the company to the customer until full payment is received.

Specifications and Information

Goods are supplied subject to the company's standard specifications and, unless specifically agreed to the contrary, may be manufactured by any of our approved vendors. While we endeavour to publish and supply as much product and application data as possible, the company is unable to assess the viability of every possible application of the goods: It is the customer's duty to ensure that the goods ordered are suitable for the application in which they intend to use them. We endeavour to ensure that all published information is correct but the company shall not be under any liability for any direct, indirect or consequential damage, loss or expense that may be caused as a result of any error or omission in any information either published by or supplied by the company. Lamps designed for operation on UK mains supply are generally shown here as being rated at 240V. Both 230V and 240V versions may be supplied according to availability. Please note that exact colours and finishes are difficult to reproduce accurately on websites and printed materials and that customers should not place undue reliance upon such reproductions.

Product Warranties & Guarantees

Please note, guarantees do not affect your rights under the Sale of Goods Act. Lumena Lights Ltd. guarantee the goods supplied. The length of guarantee varies according to product type (see catalogue or website for the guarantee time period). The guarantee period starts from the date of invoice, or dispatch. Faulty products will be replaced once returned for examination. This does not include lamps which are deemed consumables, The Company accepts no responsibility for incidental costs incurred by the Purchaser or any third party in connection with the identification, return, repair, installation or rectification of goods claimed to be faulty. For more information, please refer to our Guarantee Terms & Conditions.

Privacy & Data Protection

We respect your right to privacy and ensure that all transactions are made in accordance with our privacy policy. We comply with the provisions of GDPR 2018 and only store the data necessary for accounting, marketing, sales, public relations and record keeping in order to maintain and improve the trading relationship between the company and its customers and suppliers. We use "cookies" which are stored on your web browser in order to provide some of the personalised features of our web site: This information may also be used by us to collect information about the usage of our website. If you do not wish to be identified in this way, you can prevent this by making appropriate settings in your web browser. This will however remove some of the functionality associated with our website. We do not sell, loan or rent data to any other party.

Complaints

We aim to deal with any complaints in a fair and timely manner. Any complaints should be addressed in writing to the company at the published address or via the web site contact form.

Notices

Any notices should be sent to the company at its registered office address: LUMENA LIGHTS LTD.CENTRE 33, LONG MARCH, DAVENTRY,NORTHANTS, NN11 4NR

Indemnity

Customers and other users of our website agree to indemnify the company against any claims, direct, indirect or consequential damage, loss or expense that may be caused as a direct or indirect result of the use of our website and any information or computer software contained therein or by your access to other web sites as a result of links from this site. We make every effort to ensure that our website does not contain any computer viruses but cannot guarantee this or warrant that it is virus-free.

Law

All disputes arising out of, or in connection with, any contract between the company and the buyer shall be governed by English Law and the buyer accepts the jurisdiction of the English courts.