

AGENCY REFERRAL FORM

Please note that this form is used only where there is identified financial hardship.

Agency Name:	Contact:
Address:	Office Telephone No:
Post Code:	Mobile Telephone No:
Date: / /	Signed:

1. Why are you making this referral to TCL ReUSE? _____

2. Have you seen client's proof of benefit? YES / NO*

- If yes, which benefit: _____
- If no, please explain: _____

*Delete as applicable

Client Name:	Telephone No: ESSENTIAL
Delivery Address:	
Postcode:	

Items required:

Agency Notes:

- Please make client aware that payment must be card or cash if they are financing the purchase themselves. A bank transfer can be organised with an agency, please make sure staff are aware prior to the client's visit to us that the agency will be funding the purchase. Full payment must be made prior to delivery. We do not take deposits or offer payment plans.
- Our referral pathway is an introductory offer for clients referred from a third party agency that are experiencing serious hardship. The discount cannot be used on subsequent visits to TCL Reuse, although the client is welcome to return to TCL Reuse and take advantage of our ongoing affordable prices and special offers as advertised.
- Referral entitles the client to 20% discount on their first order with us, and is capped at the value of £250. This includes second hand furniture, white goods, small electricals and bric-a-brac. We are unable to give any discounts on new items, as they are purchased in and supplied as cheaply as possible, these prices are fixed.
- There is a delivery charge of between £12 and £44 within East London and South West Essex, this is charged according postcode, but not per item. We may be able to accommodate a delivery outside of this area depending upon location and availability of vans.
- We provide a six-month repair or replace guarantee on all second-hand white goods, providing we deliver and the item has not been moved to an alternative location.
- Goods are purchased '**as seen**' and customers are asked to check their suitability prior to purchase. We do not refund for change of mind. If items are returned, either prior to delivery or at the point of delivery, we would offer an exchange minus a restocking fee (up to 25% of the value of the item returned).
- TCL Reuse cannot be held responsible or liable for any damage, loss or injury to any item or person howsoever caused by the items purchased from us. This does not affect your statutory rights.

Please note that we do not supply gas heaters or items that do not comply with fire safety regulations.

For use by TCL ReUse Only

Date Received: _____ Date of purchase _____

Actioned By: _____ TCLR Invoice Number: _____