

Join Us

Your Rural Supplier of Choice



MOLE AVON
COUNTRY STORES

Crediton - 01363 774786
Axminster - 01297 32441
Okehampton - 01837 53886
Whitstone - 01288 270649

Our Heritage

At the heart of the rural community since we launched in 1966 our substantial range of farming and agricultural supplies offer a wide choice of products for a variety of preferences, regardless of your needs.

Committed to supporting the needs of the countryside and our customers: we believe in providing excellent service, sound knowledge and outstanding value in everything we do.

We are proud to be one of the Westcountry's leading independent country store businesses; supplying pet foods, clothing and equipment for country pursuits and offering outstanding value on a wide range of household products from domestic heating fuel to large box laundry powders and domiciliary supplies to garden furniture and fertilisers.



To help support our farming customers we have a dedicated team offering in-depth specialist knowledge and considerable experience on dairy hygiene and accessories, calf & young stock rearing, farm equipment, animal health and forage production. Each of our stores have AMTRA qualified Animal Medicine advisors who can dispense animal medicines and health products and provide expert advice.

Visit Us

AXMINSTER

Mole Avon Country Stores, Station Road, Axminster, Devon, EX13 5PF

T: 01297 32441 E: axminster@moleavon.co.uk

OKEHAMPTON

Mole Avon Country Stores, Exeter Road, Okehampton, Devon, EX20 1QQ

T: 01837 53886 E: oke@moleavon.co.uk

CREDITON

Mole Avon Country Stores, Joseph Locke Way, Crediton, Devon, EX17 3FD

T: 01363 774786 E: crediton@moleavon.co.uk

WHITSTONE

Mole Avon Country Stores, Balsdon Road, Whitstone, Holsworthy, Devon, EX22 6LE

T: 01288 270649 E: whitstone@moleavon.co.uk

Why Should I Become A Member?

ONLY £10+ VAT
Annual
Membership Fee

Become an Exclusive Member
of the Westcountry's leading
independent country store
for some unique benefits

2% OFF Cash
Purchases

Excludes Directs & Forecourt

15% of our staff
are SQP trained
with experts on
hand for support
at your fingertips.

25th Of The
Month Following
Payment Terms

Credit Account
Facility

Newsletter

Farming news and
GREAT VALUE offers!

Rewards

In the first year of membership

Exclusive
Events

Offering extra special discounts &
great hospitality

More Retail Lines
Than any other Country
Store in the South West!

A personal service from
experienced staff.

Support an independent business that supports your community today...

APPLICATION FORM

I/We wish to open the following Mole Avon Account:

☐ Exclusive Member

For the year ending 30th June 2022, the Exclusive Member fee is £10 plus VAT

Applications processed within the year will be charged pro rata for every full month remaining.

Please do not include any payment. An invoice will be sent to you once the application has been approved.

APPLICANT DETAILS

Mr/Mrs/Miss/Other	Surname	First Name(s)
Mr/Mrs/Miss/Other	Surname	First Name(s)
Trading as: (if not trading as an individual)		
Address Postcode		Tel Number
		Mobile
		Occupation
Email address		VAT Registered YES / NO
My local branch is situated at: (circle one) AXMINSTER CREDITON OKEHAMPTON WHITSTONE		VAT Registration Number

TRADE REFERENCES

Please supply details of two businesses that you trade with, for example veterinary surgeon or builder's merchant, but excluding bank, credit card companies or utilities.

Company Name	Company Name
Address	Address
.....
..... Postcode Postcode
Tel	Tel

APPLICANT INFORMATION (OPTIONAL)

If a land owner in excess of 1 ha (2 ½ ac), state no of acres:

Owned

Rented

CPHH (holding no.)

Herd / Flock Mark

Cropping

Acreage

Wheat

Barley

Oats

Oilseed Crops

Forage Maize

Permanent Pasture

Grass Leys

Stock Details

Numbers

Dairy Cows

Dairy Youngstock

Suckler Cows

Beef Animals

Sheep (Ewes)

Pigs (Sows)

Poultry

Horses

Member of Farm Assured Scheme?
YES / NO

Farm Assurance Scheme
& Membership No

Type of business
(if applicable)

DECLARATION

I/we wish to apply for an account with Mole Avon Trading Limited and agree to the terms & conditions stated within this document.

Signature(s)

Name

(If signing on behalf of a partnership/company)

Date

COMMUNICATION CONSENT

If you open an account with us we would like to send you information and offers via email, text message, telephone or mail. Your consent can be withdrawn at any time. We will never sell your information to other Companies. Please identify which channels you would prefer us to use:

☐

Email

☐

Text

☐

Telephone

☐

Mail

☐

All

For Office Use Only

Date recd.	Date Approved	Approved by	Credit Limit	Account No

MOLE AVON COUNTRY STORES



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Mole Avon Trading LTD
Joseph Locke Way
Credition
Devon
EX17 3FD

Service user number

6 3 0 9 7 8

Name(s) of account holder(s)

Bank/building society account number

--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Reference

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

FOR MOLE AVON TRADING LTD OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Instruction to your bank or building society

Please pay Mole Avon Trading Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Mole Avon Trading Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Mole Avon Trading Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Mole Avon Trading Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Mole Avon Trading Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when Mole Avon Trading Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

MOLE AVON TRADING LIMITED STANDARD TERMS & CONDITIONS OF CREDIT

In these conditions, the "Seller" shall be Mole Avon Trading Ltd. The "Buyer" shall be any shareholder, member, other customer, Company or organisation purchasing goods from or through the Seller.

1. PAYMENT TERMS.

Full payment is payable on purchase unless credit has been previously agreed with the seller.

Where credit is available, statements of account will normally be rendered on a calendar-month basis and unless otherwise agreed will be payable by the 25th of the following month.

Failure to effect payment by the due date(s) will result in interest charges being levied at the current rate of up to 0.04% per day (14.2% APR) on the unpaid amount. The right is reserved to change the rate of interest if necessary subject to 28 days' notice.

Continued failure to pay due accounts may result in the Seller, at the Seller's absolute discretion, suspending all or part of the trading facilities of the Buyer with the Seller.

The Seller shall not be bound to give up possession of the Products until it has received payment, and the Seller shall be deemed to have made a sufficient tender of the Products if it shall notify the Buyer that the Products are ready for despatch subject to payment.

The failure of the Buyer to pay any part of the price of the Products in due time shall be a breach of condition entitling the Seller to treat that failure as a repudiation of the whole contract by the Buyer and to recover damages for such breach.

2. PRICES.

All prices quoted by the Seller are based upon these Conditions of Sale and reflect the limitation of the Seller's liability contained herein. For any Buyer who wishes to Contract with the Seller on terms other than these Conditions special arrangements can be made prior to sale. Such special arrangements will only be binding on the Seller if they are made in writing and signed by an authorised person for the Seller. Otherwise these Conditions shall prevail. All prices will usually be exclusive of VAT which will be added at the appropriate rate where applicable. Prices may be subject to change without notice excepting where a firm price is quoted for acceptance within a stated period of time.

3. DELIVERY.

The Seller will take all reasonable steps to deliver goods or have them available when required by the Buyer but shall not be liable for any delay occasioned by the failure of others to deliver as arranged. Delivery will be to site only and will not include the means of unloading or of the positioning

of the goods in any location on the site. Any assistance given by employees of the Seller shall be at the risk of the Buyer.

4. TITLE.

Title in any goods sold by the Seller shall not pass to the Buyer until payment in full of all sums due to the Seller has been made but the risk in the goods shall pass to the Buyer upon delivery or collection. In the event of non-payment the Buyer will allow free access to the premises by the Seller to recover the goods.

5. RETURNS.

If goods are returned for any valid reason they must be accompanied by proof of purchase. The Seller will not accept the return of selected items including animal medicines, Medicated Feeds, body protectors, riding hats, frozen foods or any goods that have a short residual sell-by date in any circumstances. Goods returned for possible exchange must be unused, in resalable condition and returned within a reasonable period after the date of purchase. The Seller will not accept the return of any goods for credit or refund in any circumstances other than evident fault in goods that have not been used and where exchange is not appropriate.

6. WARRANTY

In general the Warranty on goods sold from stock by the Seller will conform to the Warranty offered by the manufacturer of the goods and will be subject to fair and proper use and maintenance of the Goods by the Buyer. Goods that have been dismantled or otherwise interfered with or that have been improperly used or have suffered accidental damage will not be eligible for Warranty consideration. Where goods are returned under complaint after a period of use the Seller will return the goods to the manufacturer or his agent for investigation and report. This could result in the goods being either repaired or replaced as may be appropriate if the claim is accepted. If a claim of fault in the goods is not justified the Seller will either arrange for the goods to be returned to the Buyer or arrange for the goods to be repaired, if possible, with the consent and at the cost of the Buyer. The Seller will undertake to process any such returns promptly to minimise delay as far as is possible.

In all instances where goods are ordered from another supplier by the Buyer for collection by or delivery

MOLE AVON TRADING LIMITED STANDARD TERMS & CONDITIONS OF CREDIT

directly to the Buyer but charged to the Buyer's account. Any Warranty shall be between the supplier and the Buyer. As the nominal Seller in such transactions Mole Avon Trading will use all reasonable means to assist in a fair resolution of any dispute that may arise but can accept no liability for the fitness, suitability or quality of the goods selected and/or accepted by the Buyer or any cost or loss arising therefrom.

Warranty that will apply to the supply of Seeds by the Seller to the Buyer shall be limited to the Seeds being the variety ordered by the Buyer (or a suitable alternative variety accepted by him) and that the Seeds will comply at the time of delivery with the UK Seed Regulations currently in force. The suitability of any Seed or Variety of Seed for cultivation in any area shall be at the Buyer's risk entirely as shall also be the fortuitous incidence of climatic and ground conditions for the successful growth of the crop and freedom from disease or pests. The use of Seed other than in the year of supply is not recommended and shall be at the Buyer's risk.

7. LIABILITY

The liability of the Seller in any claim arising from the supply of any commodity shall be limited to the replacement of the goods or a refund of the purchase value. No liability will be accepted for any consequential loss, damage or injury whatsoever, or any other cost arising from the transaction.

8. FORCE MAJEURE

The Seller shall not be responsible for any loss or delay in supplying goods to the Buyer occasioned by circumstances beyond the reasonable control of the Seller. These circumstances shall include strikes, accidents, breakdown of machinery, loss of or damage to ocean vessel etc., or any other cause comprehended in the term "force majeure". The Buyer shall have no claim against the Seller for any delay or non-fulfilment under this clause provided that the Seller has supplied the Buyer (if so requested) with satisfactory evidence justifying the delay or non-fulfilment. Where it is possible to

do so the Seller shall make every endeavour to offer suitable alternative goods but shall not be bound to do so at the same price(s) as may be in the Contract.

9. ALTERATION TO TERMS

The company reserves the general right to alter the Terms & Conditions of Sale from time to time.

10. NOTICES

Method of Notice. The parties shall give all notices and communications between the parties in writing by (i) personal delivery, (ii) a nationally-recognized, next-day courier service, (iii) second-class post, or (iv) electronic mail to the party's address specified in this agreement. Receipt of Notice. A notice given under this agreement will be effective on the other party's receipt of it, or if mailed, on the earlier of the other party's receipt of it and the fifth Business Day after mailing it.

11. DATA

Any personal data relating to you gathered by us in the registration process or during your use of our services will only be used in accordance with our Privacy Policy, details of which can be found on our website www.moleavon.co.uk. By signing this form you acknowledge that we can use the information in these ways: To provide quotations, sales, orders and sales invoices, monitoring purchase preferences, administering the credit account, including recording of conversations when taking payment. We will collect information which is legally required, but we will not collect any personal data from you that we do not need. We have data protection procedures in place to oversee the effective and secure processing of your personal data. All the personal data we collect, whether this is retained in paper files or on computer systems, is processed in the EU.

Thank you for your application

Please take your completed form to your local Mole Avon Country Store at Axminster, CREDITON, Okehampton or Whitstone or post to:
Mole Avon Trading Ltd, Joseph Locke Way, CREDITON, EX17 3FD.

If you have any queries about your application please email us at accounts@moleavon.co.uk or call us on 01363 774940