

## Business advice request form

Please fill in this form to request business advice from Derbyshire Trading Standards Service.

Please make sure you have read and understood the trading standards business charging terms and conditions overleaf before completing this form.

Once we have received your completed form, we will contact you to advise if you will be charged and, if so, at what rate.

More information on fees can be found on our website at  
[http://www.derbyshire.gov.uk/business/trading\\_standards/business/default.asp](http://www.derbyshire.gov.uk/business/trading_standards/business/default.asp)

### About your business

Legal name of your business:

Address line 1:

Address line 2:

Town or village:

County:

Post code:

Website:

Nature of your business – what do you do?

### Your details

Contact name (full name):

How would you like to be contacted?:    email   ☐    telephone: ☐    mobile: ☐

Email:

Telephone:

Mobile:

Details of advice requested:

I confirm that I have read the terms and conditions overleaf and that I will pay for  
works carried out (if applicable). ☐

Signed:

## **Terms and conditions for chargeable business advice**

### **1. Parties concerned**

1.1 These terms and conditions are an agreement between Derbyshire County Council (referred to below as "us", "we" and "our") and the business requesting advice/support (referred to below as "you" and "your"). The terms apply where you have requested trading standards related advice or support from us in relation to your business activities ("Advice").

### **2. Our obligations**

2.1 Before any Advice is provided we will provide you with an estimate of the charge for the requested Advice. This figure is a guide only and the final amount due may be more or less than estimated. No Advice will be provided until you have completed the business advice request form.

2.2 We will provide you with an appropriately qualified and experienced officer to assist with your request.

2.3 We will provide you with relevant, current and specific Advice as requested by you.

### **3. Your obligations**

3.1 You will provide the necessary up-to-date and accurate information about your business in order for requested Advice to be given. We will only provide Advice on the basis of the information provided to us by you. You bear full responsibility for ensuring that all information provided to us is complete, accurate and up-to-date.

3.2 Prior to provision of any Advice, you must complete and return the Registration Form to us and agree to the estimate in accordance with clause 2.1.

3.3 You agree to pay in full our charges for the provision of the requested Advice, within 28 days of receiving our invoice. The current charges are shown on our website.

### **4. Affiliation / logos**

4.1 The use of this service does not entitle you or your business to claim any affiliation with or approval by Derbyshire County Council or Trading Standards. You are not permitted to use any of Derbyshire County Council's logos.

### **5. Late payment**

5.1 In the event that you do not pay us the full amount outstanding against an undisputed invoice within the period specified in clause 3.3, we may bring civil proceedings against you to recover the amounts owed plus costs and interest. No further advice or support will be provided to you under this agreement until all outstanding amounts are paid in full.

## **6. Statutory duties**

6.1 Nothing in these terms prohibits us or other authorities from taking legal action under our Trading Standards statutory enforcement duties. How we deal with such events is detailed in our Enforcement Policy.

## **7. Compliments or complaints**

7.1 You can provide compliments or complaints about the service you have received from us via our website.

## **8. Data Protection and Freedom of Information**

8.1 We will record details of your request and the advice given. All information will be processed and stored in accordance with our legal obligations under the relevant data protection legislation. Please be aware that we may be required to release information held by us under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. If you wish to find out more about the information which is subject to such requests, the ICO website ([www.ico.org.uk](http://www.ico.org.uk)) has details.

## **9. Review of terms and conditions**

9.1 These terms and conditions will be subject to review from time to time.

## **10. Jurisdiction**

10.1 These terms and conditions shall be governed by and interpreted in accordance with English law and the parties submit to the exclusive jurisdiction of the courts of England.