



FRESHMEN COMPANY

Farm fresh produce to your doorstep

Freshmen Marketing Sdn Bhd · Reg. 202001003426 (1359746-M)
Fresh Produce · Processed & Dry Items · Cold-chain distribution

ACCOUNT OPENING & CREDIT APPLICATION

Trade Customers — HORECA & Retail
Form FM-AOF-2026

Operations & Dispatch: 40, Jalan TSB 3, Taman Industri Sungai Buloh, 47000 Petaling Jaya, Selangor | T 017 575 8123 E inquiries@freshmen2u.com

SECTION A — APPLICANT COMPANY

Fields marked * are mandatory for LHDN e-Invoicing

Registered Company Name *			
Trading / Brand Name (if different)			
Business Reg. No. (SSM) *		Old Reg. No.	
Tax Identification No. (TIN) *		MSIC Code *	
SST Registration No.		Date of Incorporation	
Nature of Business *		No. of Outlets	
Registered Address *			
Postcode / State		Office Tel.	
Legal Constitution	☐ Sole Proprietor ☐ Partnership ☐ Sdn Bhd ☐ Berhad ☐ LLP ☐ Other: _____		

SECTION B — KEY CONTACTS

Ordering, receiving and payment must each have a named PIC

Role	Full Name	Mobile No.	Email
Authorised Signatory / Owner			
Ordering PIC			
Accounts Payable PIC			
e-Invoice Recipient *			

SECTION C — DIRECTORS / PARTNERS / PROPRIETOR

#	Full Name (as per NRIC)	NRIC / Passport No.	Position	Shareholding %	Mobile No.
1					
2					
3					

SECTION D — CREDIT FACILITY REQUESTED

Approval subject to CTOS check and Freshmen credit policy

Credit Term Requested	☐ Cash on Delivery ☐ 7 days ☐ 14 days ☐ 30 days ☐ 45 days		
Credit Limit Requested	RM	Est. Monthly Purchase	RM
Payment Method	☐ Bank Transfer / DuitNow ☐ Cheque ☐ Cash ☐ Credit Card		

Trade References	Supplier Company Name	Contact Person	Contact No.
Reference 1 (required for credit > RM5,000)			
Reference 2			

SECTION E — SUPPORTING DOCUMENTS CHECKLIST

Incomplete submissions will not be processed

☐ SSM Superform / e-Info printout — OR the three forms below ☐ Form 9 / Form 13 (Certificate of Incorporation) ☐ Form 24 (Allotment of Shares) ☐ Form 49 (Particulars of Directors)	☐ NRIC / Passport copy of all authorised signatories ☐ SST Registration Certificate (if registered) ☐ Photo of business premises / tenancy agreement ☐ Latest 3-month bank statement (credit > RM10,000 only)
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Page 2 — Delivery & Billing
Form FM-AOF-2026

SECTION F — DELIVERY OUTLET(S)

Copy this page for each additional outlet

OUTLET 1

Outlet Name		Outlet Type	
Delivery Address			
Postcode / State		Outlet Tel.	
Receiving PIC		Mobile No.	
Access Notes (loading bay, lift, restricted hours, guardhouse)			

OUTLET 2

Outlet Name		Outlet Type	
Delivery Address			
Postcode / State		Outlet Tel.	
Receiving PIC		Mobile No.	
Access Notes (loading bay, lift, restricted hours, guardhouse)			

SECTION G — STRUCTURED RECEIVING WINDOW

Tick at least 2 slots per delivery day. Deliveries outside agreed slots are not guaranteed.

Time Slot	MON	TUE	WED	THU	FRI	SAT	SUN
Before 8:00 am	☐	☐	☐	☐	☐	☐	NO SCHEDULED DELIVERY Urgent Delivery Request only — see Clause 3
8:00 am – 10:00 am	☐	☐	☐	☐	☐	☐	
10:00 am – 12:00 pm	☐	☐	☐	☐	☐	☐	
12:00 pm – 3:00 pm	☐	☐	☐	☐	☐	☐	
3:00 pm – 6:00 pm	☐	☐	☐	☐	☐	☐	
After 6:00 pm	☐	☐	☐	☐	☐	☐	

Break / No-Delivery Time		Order Cut-Off Acknowledged	☐ Yes — orders received after 8:00 pm are delivered the following delivery day
Urgent Delivery Acknowledged	☐ Yes — deliveries on Sunday, public holidays, or outside the agreed windows above are made only as an Urgent Delivery Request , subject to Freshmen's prior written confirmation and the Urgent Delivery Charge in Clause 3.		

SECTION H — BILLING & STATEMENT

Billing Entity (if different from Section A)	
Billing Address	
Invoice Delivery	☐ Email (e-Invoice) ☐ Hardcopy with delivery ☐ Monthly statement — preferred date: _____

COLD-CHAIN ACKNOWLEDGEMENT

☐ The Customer acknowledges that all chilled and frozen goods must be transferred into the Customer's own chiller or freezer **within 30 minutes** of delivery, and that Freshmen Marketing Sdn Bhd accepts no liability for spoilage, quality deterioration or food-safety incidents arising after the goods have been signed for at the Customer's premises.

**SECTION I — TERMS OF TRADE***These terms govern every order placed with Freshmen Marketing Sdn Bhd*

1. **Application & acceptance.** This application does not create a credit facility. A trade account is opened only upon written approval by Freshmen Marketing Sdn Bhd ("Freshmen"), which may be granted, refused, reduced or withdrawn at Freshmen's sole discretion without giving reasons. Every order placed by the Customer is an offer, accepted only when Freshmen despatches the goods.
2. **Prices & price variation.** Fresh produce prices fluctuate with market and harvest conditions. Quoted prices are valid only for the period stated on the quotation, failing which for seven (7) days. Freshmen may vary prices at any time before despatch; the price stated on the invoice is the contract price. Prices are exclusive of SST, which the Customer shall bear where applicable.
3. **Minimum order, delivery & urgent delivery.** The minimum order value is RM 250.00 per delivery drop. Orders below this value may be declined or subject to a delivery surcharge of RM 30.00. Freshmen's scheduled delivery days are Monday to Saturday within the receiving windows agreed at Section G. Delivery on a Sunday or public holiday, or outside the agreed windows, may be requested as an Urgent Delivery Request. Such requests are not guaranteed, are accepted at Freshmen's sole discretion and only upon Freshmen's prior written confirmation, and attract an Urgent Delivery Charge of RM100.00 per drop, in addition to any below-MOQ surcharge. Delivery times are estimates. Freshmen shall not be liable for any loss arising from late delivery.
4. **Receiving, inspection & claims.** The Customer must inspect all goods at the point of delivery and record any shortage, damage or rejection on the Delivery Order before signing it. Signature of the Delivery Order is conclusive evidence that the goods were received in good order and correct quantity. Any quality claim must be notified in writing (with photographs and the Delivery Order reference) within twenty-four (24) hours of delivery. No claim will be entertained thereafter. Freshmen's liability for any valid claim is limited to replacement of the affected goods or a credit note of the invoiced value of those goods, at Freshmen's option.
5. **Returns.** Fresh produce, chilled and frozen goods are not returnable once accepted, save under a valid claim under clause 4. Goods correctly supplied but no longer required may be returned only with Freshmen's prior written consent and are subject to a restocking charge of up to 25% of invoice value.
6. **Retention of title.** Risk in the goods passes to the Customer on delivery. Legal and beneficial title in the goods remains with Freshmen until the Customer has paid in full for those goods and all other sums owing to Freshmen on any account. Until title passes, the Customer holds the goods as bailee, must keep them identifiable, and Freshmen may at any time, without notice, enter any premises where the goods are stored and repossess them. If the goods have been sold or consumed, the Customer holds the proceeds on trust for Freshmen in a separate identifiable form.
7. **Payment.** Payment is due within the approved credit term, calculated from the invoice date. Time is of the essence. Payment is not deemed made until cleared funds are received. The Customer may not withhold or set off any amount for any reason.
8. **Late payment.** Overdue amounts bear interest at 1.5% per month (18% per annum), calculated daily from the due date to the date of actual payment, both before and after judgment. Payments received are applied first to interest and charges, then to the oldest outstanding invoice.
9. **Suspension & credit control.** Where any amount is overdue, or the credit limit is exceeded, or the Customer's credit standing deteriorates, Freshmen may without notice and without liability: (a) suspend or cancel all deliveries; (b) place the account on cash-on-delivery terms; (c) reduce or withdraw the credit limit; and/or (d) demand immediate payment of all sums owing, whether or not then due.
10. **Recovery costs & credit reporting.** The Customer shall indemnify Freshmen against all costs of recovery, including legal fees on a solicitor-and-client basis, collection agency fees and court costs. Freshmen may report the Customer's payment conduct and any default to CTOS Data Systems Sdn Bhd, Experian Information Services (Malaysia) Sdn Bhd or any other credit reporting agency, and to other suppliers conducting bona fide trade checks.
11. **e-Invoicing.** The Customer warrants that the TIN, SSM registration number, MSIC code and billing details given in this form are accurate and shall notify Freshmen in writing within seven (7) days of any change. The Customer indemnifies Freshmen against any penalty, rejection or cost imposed by the Inland Revenue Board of Malaysia arising from inaccurate or outdated Customer data.
12. **Food safety & storage.** The Customer is solely responsible for the storage, handling and use of the goods after delivery, including compliance with the Food Act 1983 and Food Hygiene Regulations 2009.
13. **Anti-bribery.** Each party shall comply with the Malaysian Anti-Corruption Commission Act 2009, including Section 17A. Neither party shall offer or accept any inducement in connection with this account. Breach entitles the innocent party to terminate immediately.
14. **Force majeure.** Freshmen is not liable for any failure or delay caused by events beyond its reasonable control, including crop failure, adverse weather, disease outbreak, border or import restriction, transport disruption, strike, utility or cold-chain equipment failure, or act of government.
15. **Data protection.** The Customer consents to Freshmen collecting, processing and disclosing its data (including personal data of its officers) in accordance with the Personal Data Protection Act 2010, for the purposes of account opening, credit evaluation, credit and account review and monitoring, debt recovery, and legal action consequent to any facility granted. Such data may be disclosed to credit reporting agencies, Freshmen's professional advisers, and to any party for bona fide trade checking.
16. **Variation.** Freshmen may vary these terms by giving fourteen (14) days' written notice. Continued ordering after that period constitutes acceptance of the varied terms.
17. **Entire agreement & governing law.** These terms prevail over any purchase order, standard terms or other document issued by the Customer, whatever its wording. This agreement is governed by the laws of Malaysia and the parties submit to the exclusive jurisdiction of the Courts of Malaysia sitting at Shah Alam or Kuala Lumpur.



SECTION J — DECLARATION BY THE CUSTOMER

I/We certify that the information in this application is true, complete and accurate, and is furnished for the purpose of determining the amount and conditions of the credit facility to be extended. I/We have read, understood and accept the **Terms of Trade at Section I**, which I/we agree shall apply to every order placed with Freshmen Marketing Sdn Bhd. Pursuant to the Credit Reporting Agencies Act 2010, the Central Bank of Malaysia Act 2009 and the Personal Data Protection Act 2010, I/we consent to Freshmen Marketing Sdn Bhd conducting credit, CCRIS, DCHEQS and trade checks on the Company and on the persons named in Section C, at any time while a trade relationship subsists or any sum remains outstanding.

Authorised Signatory 1 Name: _____ NRIC No.: _____ Position: _____ Date: _____	Authorised Signatory 2 Name: _____ NRIC No.: _____ Position: _____ Date: _____	COMPANY STAMP
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SECTION K — FOR FRESHMEN OFFICE USE ONLY

Do not complete — internal

Sales Rep		Lead Source	☐ Sales ☐ Marketing ☐ Referral ☐ Inbound
Segment	☐ General (1 outlet) ☐ KA Small (2–10) ☐ KA Mid (11–30) ☐ KA Large (>30) ☐ Hotel ☐ Central Kitchen ☐ Retail / Grocer		
Cuisine	☐ Chinese ☐ Malay ☐ Indian ☐ Japanese ☐ Korean ☐ Western ☐ Thai / Viet ☐ Steamboat / BBQ ☐ Café / Bakery ☐ Other: _____		
Route	☐ KL 1 ☐ KL 2 ☐ PJ / Damansara ☐ Subang / Shah Alam ☐ Klang ☐ Puchong / Seri Kembangan ☐ Outstation: _____ ☐ Self-pickup		
MOQ Set	RM 250.00	CTOS Result	
Term Approved		Limit Approved	RM
Account Code		Date Opened	

Sales Manager	Operations Manager	Finance Manager	Director / MD (credit > RM10,000)
Name / Date	Name / Date	Name / Date	Name / Date