



- 4.7 If 14 Business Days after the Supplier notified the Customer that the Goods were ready for delivery the Customer has not taken delivery of them, the Supplier may resell or otherwise dispose of part or all of the Goods.
- 4.8 The Supplier may deliver the Goods by instalments, which shall be invoiced and paid for separately. Each instalment shall constitute a separate Contract. Any delay in delivery or defect in an instalment shall not entitle the Customer to cancel any other instalment.
- 5. Quality**
- 5.1 The Supplier warrants that on delivery, and for a period of 12 months from the date of delivery, (**warranty period**), the Goods shall:
- conform in all material respects with their description and the Specification if applicable;
  - be free from material defects in design, material and workmanship;
  - be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and
  - be fit for any purpose held out by the Supplier.
- 5.2 Subject to clause 5.3, if:
- the Customer gives notice in writing to the Supplier during the warranty period within 3 days of discovery that some or all of the Goods do not comply with the warranty set out in clause 5.1; and
  - the Supplier is given a reasonable opportunity of examining such Goods; and
  - the Customer (if asked to do so by the Supplier) returns such Goods to the place of business of the Supplier in their original packaging at the cost of the Customer,
- the Supplier shall, at its option, repair or replace the defective Goods, or refund the price, by way of a credit note to the Customer, of the defective Goods in full. Any Goods not returned in its original packaging will be charged a 25% restocking charge.
- 5.3 The Supplier shall not be liable for failure of the Goods to comply with the warranty set out in clause 5.1 in any of the following events:
- the Customer makes any further use of such Goods after giving notice in accordance with clause 5.2; or
  - the defect arises because the Customer failed to follow the oral or written instructions of the Supplier as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same; or
  - the defect arises as a result of the Supplier following any drawing, design or Specification supplied by the Customer; or
  - the Customer alters or repairs such Goods without the written consent of the Supplier;
  - the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions; or
  - the Goods differ from their description as a result of changes made to ensure they comply with applicable statutory or regulatory requirements.
- 5.4 Except as provided in this clause 5, the Supplier shall have no liability to the Customer in respect of the failure of the Goods to comply with the warranty set out in clause 5.1.
- 5.5 Except as set out in these Conditions, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Contract.
- 5.6 These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.
- 6. Title and risk**
- 6.1 The risk in the Goods shall pass to the Customer on completion of delivery.
- 6.2 Title to the Goods shall not pass to the Customer until the Supplier has received payment in full (in cash or cleared funds) for:
- the Goods; and
  - any other goods or services that the Supplier has supplied to the Customer
- 6.3 Until title to the Goods has passed to the Customer, the Customer shall:
- hold the Goods on a fiduciary basis as the bailee of the Supplier;
  - store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the property of the Supplier;
  - not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
  - maintain the Goods in satisfactory condition and keep them insured against all risks for their full price from the date of delivery;
  - notify the Supplier immediately if it becomes subject to any of the events listed in clause 8.2; and
  - give the Supplier such information relating to the Goods as the Supplier may require from time to time,
- but the Customer may resell or use the Goods in the ordinary course of its business. If the Customer does resell the Goods the Customer shall hold the proceeds thereof for and on behalf of the Supplier until the Customer makes full payment for the Goods to the Supplier.
- 6.4 If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 8.2, or the Supplier reasonably believes that any such event is about to happen and notifies the Customer accordingly, then, provided that the Goods have not been resold, or irrevocably incorporated into another product, and without limiting any other right or remedy the Supplier may have, the Supplier may at any time require the Customer to deliver up the Goods and, if the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.
- 7. Price and payment**
- 7.1 The price of the Goods shall be the price set out in the Order, or, if no price is quoted, the price set out in the published price list of the Supplier in force as at the date of delivery.
- 7.2 Where the Order is for bespoke Goods that are subject to a Specification provided by the Customer the Supplier has the right to charge a deposit of not more than 50% of the value of the Order when the Order is accepted by the Supplier in accordance with clause 2.3. Further, where the Order is for bespoke Goods the Customer has no right of cancellation and no right to amend the Order once accepted by the Supplier.
- 7.3 The Supplier may, by giving notice to the Customer at any time before delivery, increase the price of the Goods to reflect any increase in the cost of the Goods that is due to:
- any factor beyond the control of the Supplier (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs); or
  - any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or
  - any previous late payment or non-payment by the Customer to the Supplier;
  - any clerical error made by an employee of the Supplier; or
  - any delay caused by any instructions of the Customer or failure of the Customer to give the Supplier adequate or accurate information or instructions.
- 7.4 The price of the Goods is exclusive of the costs and charges of packaging, insurance and transport of the Goods, which shall be invoiced to the Customer. The current delivery costs can be obtained from the Supplier on request.
- 7.5 The price of the Goods is exclusive of amounts in respect of value added tax (**VAT**). The Customer shall, on receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional amounts in respect of VAT as are chargeable on the supply of the Goods.
- 7.6 The Supplier may invoice the Customer for the Goods on or at any time after the completion of delivery.
- 7.7 If a Customer has a query with any invoice they should raise this with the Supplier within 3 Business Days of receiving the invoice. If a query takes some time to resolve the Customer must still make the payment by the due date. If following the resolution of the query the Customer is owed money, the Supplier will issue a credit note to the Customer.
- 7.8 COD Customer's shall pay the invoice in full and in cleared funds when the Goods arrive at the Delivery Location, unless agreed otherwise in writing with the Supplier. Payment shall be made in cash to the delivery driver of the Supplier. The maximum amount that should be given to a delivery driver in cash is £1000.00. Time of Payment is of the essence.
- 7.9 Credit Customer's shall pay the invoice in full and in cleared funds by the end of the month following the month the delivery took place (for example, if goods are delivered on 25 August 2012, payment is due by 30 September 2012). Payment shall be made by bacs to the bank account nominated in writing by the Supplier. Time of payment is of the essence.
- 7.10 Customers are not authorised to pay by cheque unless agreed in advance with the Supplier. If a Customer is authorised to pay by cheque the maximum value for a cheque a COD Customer can give to the delivery driver is £500. If for any reason a cheque is represented, stopped or returned an administration fee of £25.00 will be charged to the Customer on the first occasion and £50.00 on any subsequent occasion.
- 7.11 If the Customer fails to make any payment due to the Supplier under the Contract by the due date for payment (**due date**), then the Customer shall pay interest on the overdue amount at the rate of 4% per annum above the base rate of National Westminster Bank from time to time. Such interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.
- 7.12 If the Customer fails to make any payment due to the Supplier under the Contract by the due date the Supplier may suspend, without prior notice, any further deliveries until all overdue accounts are paid in full.
- 7.13 If a Credit Customer fails to make any payment due to the Supplier under the Contract by the due date, then the Supplier may put an automatic stop on the account of the Credit Customer and the Supplier will not despatch any goods to the Credit Customer which exceed the credit limit. It is the Customer's responsibility to keep their account up to date to prevent any stops on their account.
- 7.14 If a Credit Customer fails to make any payment due to the Supplier under the Contract by the due date, then the Supplier may remove the Credit Customer and may choose to only contract with them as a COD Customer.

7.15 If the Customer fails to make any payment due to the Supplier under the Contract by the due date the Customer will be responsible for any costs of debt collection and associated legal costs.

7.16 The Customer shall pay all amounts due under the Contract in full without any deduction or withholding except as required by law and the Customer shall not be entitled to assert any credit, set-off or counterclaim against the Supplier in order to justify withholding payment of any such amount in whole or in part. The Supplier may at any time, without limiting any other rights or remedies it may have, set off any amount owing to it by the Customer against any amount payable by the Supplier to the Customer.

## 8. The Customer's insolvency or incapacity

8.1 If the Customer becomes subject to any of the events listed in clause 8.2, or the Supplier reasonably believes that the Customer is about to become subject to any of them and notifies the Customer accordingly, then, without limiting any other right or remedy available to the Supplier, the Supplier may cancel or suspend all further deliveries under the Contract or under any other contract between the Customer and the Supplier without incurring any liability to the Customer, and all outstanding sums in respect of Goods delivered to the Customer shall become immediately due.

8.2 For the purposes of clause 8.1, the relevant events are:

- (a) the Customer suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986, or (being a partnership) has any partner to whom any of the foregoing apply;
- (b) the Customer commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (where the Customer is a company) where these events take place for the sole purpose of a scheme for a solvent amalgamation of the Customer with one or more other companies or the solvent reconstruction of the Customer;
- (c) (being an individual) the Customer is the subject of a bankruptcy petition or order;
- (d) a creditor or encumbrancer of the Customer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days;
- (e) (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Customer;
- (f) (being a company) a floating charge holder over the assets of the Customer has become entitled to appoint or has appointed an administrative receiver;
- (g) a person becomes entitled to appoint a receiver over the assets of the Customer or a receiver is appointed over the assets of the Customer;
- (h) any event occurs, or proceeding is taken, with respect to the Customer in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 8.2(a) to clause 8.2(g) (inclusive);
- (i) the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or substantially the whole of its business;
- (j) the financial position of the Customer deteriorates to such an extent that in the opinion of the Supplier the capability of the Customer to adequately fulfil its obligations under the Contract has been placed in jeopardy; and
- (k) (being an individual) the Customer dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.

8.3 Termination of the Contract, however arising, shall not affect any of the parties' rights and remedies that have accrued as at termination. Clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect.

## 9. Limitation of liability

**WARNING: you are strongly advised to read the drafting note commentary on this clause.**

9.1 Nothing in these Conditions shall limit or exclude the liability of the Supplier for:

- (a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable); or
- (b) fraud or fraudulent misrepresentation; or
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979; or
- (d) defective products under the Consumer Protection Act 1987; or
- (e) any matter in respect of which it would be unlawful for the Supplier to exclude or restrict liability.

9.2 Subject to clause 9.1:

- (a) the Supplier shall under no circumstances whatever be liable to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and
- (b) the total liability of the Supplier to the Customer in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price of the Goods in the Contract.

## 10. Force majeure

Neither party shall be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event. A Force Majeure Event means any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors.

## 11. General

### 11.1 Assignment and subcontracting.

- (a) The Supplier may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract.
- (b) The Customer may not assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract without the prior written consent of the Supplier.

### 11.2 Notices.

- (a) Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its registered office (if it is a company) or its principal place of business (in any other case) or such other address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, sent by pre-paid first-class post, recorded delivery, commercial courier, fax or e-mail.
- (b) A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 11.2(a); if sent by pre-paid first-class post or recorded delivery, at 9.00 am on the second Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by fax or e-mail, one Business Day after transmission.
- (c) The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

### 11.3 Severance.

- (a) If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.
- (b) If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

11.4 **Waiver.** A waiver of any right or remedy under the Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

11.5 **Third party rights.** A person who is not a party to the Contract shall not have any rights under or in connection with it.

11.6 **Variation.** Except as set out in these Conditions, any variation to the Contract, including the introduction of any additional terms and conditions, shall only be binding when agreed in writing and signed by the Supplier.

**Governing law and jurisdiction.** The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

Name of Customer \_\_\_\_\_  
Signed \_\_\_\_\_  
Dated \_\_\_\_\_  
Name of Signatory \_\_\_\_\_