

TERMS AND CONDITIONS

The Customer's attention is particularly drawn to the provisions of clause 13 (Limitation of liability).

1. INTERPRETATION

The following definitions and rules of interpretation apply in these Conditions.

1.1. DEFINITIONS:

Business Day: a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

Commencement Date: has the meaning given in clause 2.2.

Conditions: these terms and conditions as amended from time to time by Supplier and / or in accordance with Clause 18.9.

Contract: the contract between the Supplier and the Customer for the supply of Goods and/or Services in accordance with these Conditions as amended from time to time, including but not limited to any RIBA agreement.

Controller, processor, data subject, personal data, personal data breach, processing and appropriate technical measures: as defined in the Data Protection Legislation.

Customer: the person or firm who purchases the Goods and/or Services from the Supplier.

Data Protection Legislation: the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications). **Goods:** the goods (or any part of them) set out in the Order.

Intellectual Property Rights: patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Order: the Customer's order for the supply of Goods and/or Services, as set out in the Customer's purchase order form and / or the Customer's written acceptance of the Supplier's quotation.

Services: the services, including the Goods, supplied by the Supplier to the Customer.

Supplier: PTI London Ltd of 311 Essex Road, London, N1 2BD registered in England and Wales with company number 05816148.

UK Data Protection Legislation: all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive (2002/58/EC) (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

1.2. Interpretation

- (a) A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- (b) A reference to a party includes its successors and permitted assigns.
- (c) A reference to a statute or statutory provision is a reference to it as amended or re-enacted. A reference to a statute or statutory provision includes all subordinate legislation made under that statute or statutory provision.
- (d) Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- (e) A reference to **writing** or **written** includes email.

2. BASIS OF CONTRACT

- 2.1. The Order constitutes an offer by the Customer to purchase Goods and/or Services in accordance with these Conditions.
- 2.2. The Order shall only be deemed to be accepted when the Supplier issues written acceptance of the Order at which point and on which date the Contract shall come into existence (**Commencement Date**).
- 2.3. Any samples, drawings, descriptive matter or advertising issued by the Supplier and any descriptions of the Goods or illustrations or descriptions of the Services contained in the Supplier's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Services and/or Goods described in them. They shall not form part of the Contract or have any contractual force.
- 2.4. These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
- 2.5. Any quotation given by the Supplier shall not constitute an offer and is only valid for a period of 20 Business Days from its date of issue.
- 2.6. All of these Conditions shall apply to the supply of both Goods and Services except where application to one or the other is specified.

3. GOODS

- 3.1. The Goods are described in the Contract or as described in emails between the parties.
- 3.2. The Supplier reserves the right to amend the Goods specification if required by any applicable statutory or regulatory requirement, and the Supplier shall notify the Customer in any such event.

4. DELIVERY OF GOODS

- 4.1. The Supplier shall ensure that each delivery of the Goods is accompanied by a delivery note (save where installation only Services are required in which case a delivery note shall not be supplied) which shows the date of the Order, the contract number or the relevant Customer and Supplier reference numbers, the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered.
- 4.2. Either Supplier shall deliver the Goods to the location set out in the Contract or such other location as the parties may agree at any time after the Supplier notifies the Customer that the Goods are ready or the

Customer shall collect the Goods from such location (**Delivery Location**).

- 4.3. Delivery of the Goods shall be completed on the completion of unloading if delivered by Supplier to the Delivery Location or if collected by Customer on loading the Goods at the Delivery Location.
- 4.4. Any dates quoted for delivery of the Goods are approximate only, and the time of delivery is not of the essence. The Supplier shall not be liable for any delay in delivery of the Goods that is caused by a Force Majeure Event (as defined below) or the Customer's failure to provide the Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods or any act or omission of Customer which causes delay.
- 4.5. If Supplier fails to deliver Goods, its liability shall be limited to the costs and expenses incurred by the Customer in obtaining replacement goods of similar description and quality in the cheapest market available, less the price of the Goods. The Supplier shall have no liability for any failure to deliver the Goods to the extent that such failure is caused by a Force Majeure Event (defined below) or the Customer's failure to provide the Supplier with adequate delivery instructions for the Goods or any relevant instruction related to the supply of the Goods or any act or omission of Customer which causes such failure.
- 4.6. If the Customer fails to take delivery of the Goods within three Business Days of the Supplier notifying the Customer that the Goods are ready, then except where such failure or delay is caused by a Force Majeure Event (defined below) or by the Supplier's failure to comply with its obligations under the Contract in respect of the Goods:
 - (a) delivery of the Goods shall be deemed to have been completed at 9.00 am on the third Business Day following the day on which the Supplier notified the Customer that the Goods were ready; and
 - (b) the Supplier shall store the Goods until delivery takes place and charge the Customer for all related costs and expenses (including insurance).
- 4.7. If ten Business Days after the day on which 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 and charge the Customer for any shortfall below the price of the Goods.
- 4.8. Customer may not reject Goods or any part of them solely on the grounds of short delivery of an instalment being the delivering of a maximum deduction threshold of ten per cent (10%) of the quantity of Goods (if applicable) unless otherwise agreed by the Customer (acting reasonably).
- 4.9. 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 OF GOODS**

- 5.1. The Supplier warrants that on delivery, and for a set period as advised by Supplier (specific to certain Goods and / or part of Goods) (**warranty period**), the Goods shall:
 - (a) conform in all material respects with their description;
 - (b) be free from material defects in design, material and workmanship; and
 - (c) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and
 - (d) be fit for any purpose held out by the Supplier.

- 5.2. Subject to the clause above, Customer acknowledges and confirms that due to the use of natural products in the Goods, that Supplier gives no warranty in regard to exact match and colour of such natural products, save that Supplier shall use reasonable efforts to ensure that the Goods which incorporate natural products will correspond as closely as possible to samples or displays agreed between Supplier and Customer.
- 5.3. Subject to Clause 5.4, the Supplier shall, at its option, repair or replace the defective part(s) of the Goods (not refund), if:
- (a) the Customer gives notice in writing during the warranty period within a reasonable time of discovery that some or all of the Goods do not comply with the warranty set out in Clause 5.1;
 - (b) the Supplier is given a reasonable opportunity of examining such Goods; and
 - (c) if Supplier has inspected the Goods and confirms that the Goods or part of them are defective, then Customer (if requested by Supplier) is to return such Goods to Supplier's place of business at the Supplier's cost, or as otherwise agreed between parties.
- 5.4. The Supplier shall not be liable for the Goods' failure to comply with the warranty in clause 5 if:
- (a) Customer makes any further use of such Goods after giving a notice in accordance with Clause 5.2;
 - (b) the defect arises because the Customer failed to follow the Supplier's oral or written instructions as (without limitation) to storage, installation, commissioning, use or maintenance of Goods or (if none) good trade practice;
 - (c) the defect arises as a result of Supplier following any drawing, design or specification supplied by Customer;
 - (d) the Customer alters or repairs such Goods without the written consent of the Supplier;
 - (e) the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal working conditions; or
 - (f) Goods differ from their description as a result of changes made to ensure they comply with applicable statutory or regulatory standards.
- 5.5. Except as provided in this Clause 5, the Supplier shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in Clause 5.1.
- 5.6. The terms of 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 or completion of installation where installation Services are required.
- 6.2. Title to the Goods shall not pass to the Customer until Supplier receives payment in full (in cash or cleared funds) for the Goods.
- 6.3. Until title to the Goods has passed to the Customer, the Customer shall:
- (a) store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property;

- (b) not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
- (c) maintain the Goods in satisfactory condition and keep them insured against all risks for their full price on the Supplier's behalf from the date of delivery;
- (d) notify the Supplier immediately if it becomes subject to any of the events listed in Clause 15.2(b) and 15.2(c); and
- (e) give the Supplier such information relating to the Goods as the Supplier may require from time to time.

6.4. Subject to Clause 6.5 below, the Customer may resell or use the Goods in the ordinary course of its business (but not otherwise) before the Supplier receives payment for the Goods. However, if the Customer resells the Goods before that time:

- (a) it does so as principal and not as the Supplier's agent; and
- (b) title to the Goods shall pass from the Supplier to the Customer immediately before the time at which resale by the Customer occurs.

6.5. If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in Clause 15.2(c), then, without limiting any other right or remedy the Supplier may have:

- (a) the Customer's right to resell Goods or use them in the ordinary course of its business ceases immediately; and the Supplier may at any time: (i) require the Customer to deliver up all Goods in its possession which have not been resold, or irrevocably incorporated into another product; and (ii) 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. SUPPLY OF SERVICES

7.1. The Supplier shall supply the Services to the Customer in accordance with the Contract and / or the services specification in all material respects.

7.2. The Supplier shall use all reasonable endeavours to meet any performance dates for the Services specified in the Contract or by Supplier in writing, but any such dates shall be estimates only and time shall not be of the essence for the performance of the Services.

7.3. The Supplier reserves the right to amend any Services specification if necessary to comply with any applicable law or regulatory requirement, or if amendment will not materially affect the nature or quality of the Services, and Supplier shall notify Customer where reasonably practicable.

7.4. The Supplier warrants to the Customer that the Services will be provided using reasonable care and skill.

7.5. For any appliances or goods not supplied by the Supplier an installation or handling fee will apply.

8. CUSTOMER'S OBLIGATIONS

8.1. The Customer shall:

- (a) ensure that the terms of the Order and any information it provides to Supplier (whether as part of the Goods and / or Services description, or elsewhere) are complete and accurate;
- (b) co-operate with the Supplier in all matters relating to the Goods and / or Services;

- (c) provide the Supplier, its employees, agents, consultants and subcontractors, with access to all facilities (including without limitation, Customer's residence or office) reasonably required by Supplier to provide the Services;
- (d) provide the Supplier with such information and materials as the Supplier may reasonably require in order to supply the Services, and ensure that such information is complete and accurate in all material respects;
- (e) prepare the Customer's premises for the supply of the Goods and / or Services;
- (f) obtain and maintain all necessary licences, permissions and consents which may be required for the Services before the date on which the Services are to start;
- (g) comply with all applicable laws, including health and safety laws;
- (h) keep all materials, equipment, documents and other property of Supplier (**Supplier Materials**) at Customer's premises in safe custody at its own risk, maintain the Supplier Materials in good condition until returned to the Supplier, and not dispose of or use the Supplier Materials other than in accordance with the Supplier's written instructions or authorisation; and
- (i) comply with any additional obligations as set out in the descriptions of the Service and / or Goods; and

procure and pay for any additional charges Supplier and / or its employees, agents, contractors may incur in relation to the Contract including but without limitation Customer shall provide and / or pay for parking permits for a minimum of one (1) vehicle for the duration of the Contract and for the after sales service visits, pay or reimburse Supplier for the costs relating to the Supplier's transport for the supply of the Goods and / or the Services, including but not limited to the Congestion Charge and the Low Emission Zone.

- (j) If the Supplier's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation (**Customer Default**):
- (k) without limiting or affecting any other right or remedy available to it, the Supplier shall have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations in each case to the extent the Customer Default prevents or delays the Supplier's performance of any of its obligations;
- (l) the Supplier shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from the Customer's failure or delay to perform any of its obligations as set out in this Clause 8.2; and
- (m) the Customer shall reimburse the Supplier on written demand for any costs or losses sustained or incurred by the Supplier arising directly or indirectly from the Customer Default.

9. CHARGES AND PAYMENT

9.1. The price for Goods and / or Services:

- (a) shall be the price set out in the Order or as set out in writing elsewhere; and
- (b) shall be inclusive of all costs and charges of packaging, insurance, transport of the Goods, which

shall be invoiced to the Customer (except as otherwise notified by Supplier).

9.2. The charges for Services shall be set out in the Contract save that:

- (a) the Supplier shall be entitled to charge an overtime rate which shall be notified to Customer;
- (b) Supplier shall be entitled to charge for additional design versions, additional site visits and a fixed design fee; and
- (c) the Supplier shall be entitled to charge the Customer for any expenses reasonably incurred in relation to the overtime rates for example travelling expenses, hotel costs, subsistence and any associated expenses, and for the cost of services provided by third parties and required by the Supplier for the performance of the Services, and for the cost of any materials.

9.3. The Supplier reserves the right to:

- (a) increase the price of the Goods, by giving notice to the Customer at any time before delivery, to reflect any increase in the cost of the Goods to the Supplier that is due to:
 - (i) 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);
 - (ii) any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or such specification; or
 - (iii) any delay caused by any instructions of the Customer in respect of the Goods or failure of the Customer to give the Supplier adequate or accurate information or instructions in respect of the Goods.

9.4. In respect of Goods, the Supplier shall invoice the Customer prior to, on or at any time after completion of delivery. In respect of Services, the Supplier shall invoice the Customer in instalments as per payment schedule provided with the Contract.

9.5. The Customer shall pay each invoice submitted by the Supplier:

- (a) on the payment date set out on the invoice or in accordance with the payment schedule agreed by the Supplier and confirmed in writing to the Customer upon placing the Order; and
- (b) in full and in cleared funds to a bank account nominated in writing by the Supplier and time for payment shall be of the essence of the Contract.

9.6. All amounts payable by the Customer under the Contract are inclusive of amounts in respect of value added tax chargeable from time to time (**VAT**). Where any taxable supply for VAT purposes is made under the Contract by the Supplier to the Customer, 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 Services or Goods at the same time as payment is due for the supply of the Services or Goods.

9.7. If the Customer fails to make a payment due to the Supplier under the Contract by the due date, then, without limiting the Supplier's remedies under Clause 15 and 16 (Termination), the Customer shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this Clause 9.7 will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%.

9.8. All amounts due under the Contract shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

10. INTELLECTUAL PROPERTY RIGHTS

10.1. All Intellectual Property Rights in or arising out of or in connection with the Goods and the Services (other than Intellectual Property Rights in any materials provided by the Customer and expressed as the

Customer's Intellectual Property Rights by Customer) shall be owned by the Supplier.

10.2. The Supplier grants to the Customer or shall procure the direct grant to the Customer of, a fully paid-up, worldwide, non-exclusive, royalty-free perpetual and irrevocable licence to use the Intellectual Property Rights for the purpose of receiving and using the Services and Goods.

10.3. The Customer shall not sub-license, assign or otherwise transfer the rights granted by Clause 10.2.

10.4. The Customer grants the Supplier a fully paid-up, non-exclusive, royalty-free non-transferable licence to copy and modify any materials provided by the Customer to the Supplier for the term of the Contract for the purpose of providing the Goods and Services to the Customer.

11. DATA PROTECTION

11.1. Both parties will comply with all applicable requirements of the Data Protection Legislation. This Clause 11 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation. In this Clause 11, **Applicable Laws** means (for so long as and to the extent that they apply to the Supplier) the law of the European Union, the law of any member state of the European Union and/or Domestic UK Law; and **Domestic UK Law** means the UK Data Protection Legislation and any other law that applies in the UK.

11.2. The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the controller and the Supplier is the processor.

11.3. Without prejudice to the generality of Clause 11.1, the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the personal data to the Supplier for the duration and purposes of the Contract.

11.4. Without prejudice to the generality of Clause 11.1, the Supplier shall, in relation to any personal data processed in connection with the performance by the Supplier of its obligations under the Contract:

- (a) process that personal data only on the documented written instructions of the Customer unless the Supplier is required by Applicable Laws to otherwise process that personal data. Where the Supplier is relying on Applicable Laws as the basis for processing personal data, the Supplier shall promptly notify the Customer of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the Supplier from so notifying the Customer;
- (b) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Customer, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting personal data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to personal data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);
- (c) ensure that all personnel who have access to and/or process personal data are obliged to keep the personal data confidential; and
- (d) not transfer any personal data outside of the European Economic Area unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:

- (i) the Customer or the Supplier has provided appropriate safeguards in relation to the transfer;
 - (ii) the data subject (as defined in the Data Protection Legislation) has enforceable rights and effective legal remedies;
 - (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that is transferred; and
 - (iv) the Supplier complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the personal data.
- (e) assist the Customer, at the Customer's cost, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- (f) notify the Customer without undue delay on becoming aware of a personal data breach;
- (g) at the written direction of the Customer, delete or return personal data and copies thereof to the Customer on termination of the Contract unless required by Applicable Law to store the personal data; and
- (h) maintain complete and accurate records and information to demonstrate its compliance with this Clause 11 and immediately inform the Customer if, in the opinion of the Supplier, an instruction infringes the Data Protection Legislation.

11.5. The Customer consents to the Supplier appointing a third-party processor of personal data under the Contract. The Supplier may enter into a written agreement with a third-party processor incorporating terms which are substantially similar to those set out in this Clause 11.

11.6. Either party may, at any time on not less than 30 days' notice, revise this Clause 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to the Contract).

12. CONFIDENTIALITY

12.1. Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the terms of the Contract or other document, business, affairs, customers, clients or suppliers of the other party, except as permitted by Clause 12.2.

12.2. Each party may disclose the other party's confidential information:

- (a) to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other party's confidential information comply with this Clause 12; and
- (b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

12.3. Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.

13. LIMITATION OF LIABILITY: THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE.

13.1. The Supplier has obtained public liability insurance cover in respect of its own legal liability not exceeding £2,000,000. The limits and exclusions in this clause reflect the insurance cover the Supplier has been

able to arrange, and the Customer is responsible for making its own arrangements for the insurance of any excess loss.

13.2. The restrictions on liability in this Clause 13 apply to every liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.

13.3. Nothing in the Contract limits any liability which cannot legally be limited, including liability for: death or personal injury caused by negligence; and fraud or fraudulent misrepresentation.

13.4. Subject to Clause 13.3 the Supplier's total liability to the Customer shall not exceed the fees for the specific Goods and / or Services as set out in the Supplier's quotation. For example, where the Supplier's quotation for the refurbishment of a kitchen is £20,000 + VAT and the Customer claims for breach in respect of the kitchen units (but not the flooring), then the Supplier's liability will be limited to the sum quoted for the kitchen units as opposed to the entire £20,000+ VAT

13.5. This Clause 13.5 sets out specific heads of excluded loss and exceptions from them:

(a) Subject to Clause 13.3 the types of loss listed in clause 13.9(b) are wholly excluded by the parties.

(b) The following types of loss are wholly excluded:

- (i) loss of profits;
- (ii) loss of sales or business;
- (iii) loss of agreements or contracts;
- (iv) loss of anticipated savings;
- (v) loss of use or corruption of software, data or information;
- (vi) loss of or damage to goodwill; and
- (vii) indirect or consequential loss.

13.6. The Supplier has given commitments as to compliance of the Goods and Services with relevant specifications in Clause 5 and Clause 7. In view of these commitments, the terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

13.7. Unless the Customer notifies the Supplier that it intends to make a claim in respect of an event within the notice period, the Supplier shall have no liability for that event. The notice period for an event shall start on the day on which the Customer became, or ought reasonably to have become, aware of the event having occurred and shall expire two (2) months from that date. The notice must be in writing and must identify the event and the grounds for the claim in reasonable detail.

13.8. This Clause 13 shall survive termination of the Contract.

14. CANCELLATION.

14.1. Customer shall have the right to cancel the Contract within 7 days beginning with the day the Order is placed and/or deposit paid (whichever event occurs first). Cancellation should be made in writing (email shall suffice) to Supplier either by first class post, or by email with the subject line 'Cancellation'. In the event that the Goods and / or Services are to be expedited then the time limit for cancelling shall be reduced to 3 days and further in such expedited circumstances such cancellation must be emailed to Supplier. Supplier reserves the right to charge and / or deduct (as applicable) from the Customer a cancellation sum up to one thousand five hundred pounds (£1500) or if such Contract was expedited this cancellation sum shall be amended to up to two thousand pounds (£2000) in relation to time spent on (without limitation) home visit(s), consultations, preparing designs, specifications and quotes etc. Further, the Customer acknowledges and agrees that the fixed design fee (currently £960 but subject to change) is payable immediately on cancellation in addition to payment of (or deduction of, as applicable) the cancellation sum(s) above in this clause.

14.2. **After the seven (7) day period (or 3 day period for expedited Goods and / or Services) set out above, cancellation cannot be accepted and Customer will be responsible for the payment of all fees, costs and expenses due under the Contract.**

14.3. Notwithstanding the above, save for faulty or defective goods, Customer shall have no rights of cancellation and / or refund where Goods have been made to Customer's specifications, Goods have been made bespoke, Goods have been installed or which by their nature cannot be returned or are liable to deteriorate or expire rapidly.

14.4.

15. TERMINATION

15.1. Without affecting any other right or remedy available to it, either party may terminate the Contract with immediate effect by giving written notice to the other party if the other party commits a material breach of its obligations under the Contract and (if such breach is remediable) fails to remedy that breach within thirty (30) days after receipt of notice in writing to do so.

15.2. Without affecting any other right or remedy available to it, the Supplier may terminate the Contract with immediate effect by giving written notice to the Customer if:

- (a) the Customer fails to pay any amount due under the Contract on the due date for payment;
- (b) there is a change of control of the Customer; or
- (c) the Customer takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business; the Customer suspends or threatens to suspend or ceases or threatens to cease to carry on all or a substantial part of its business; or the Customer's financial position deteriorates to such an extent that in Supplier's opinion the Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.

15.3. Without affecting any other right or remedy available to it, the Supplier may suspend the supply of Services or all further deliveries of Goods under the Contract or any other contract between the Customer and the Supplier if the Customer fails to pay any amount due under the Contract on the due date for payment, the Customer becomes subject to any of the events listed above, or the Supplier reasonably believes that the Customer is about to become subject to any of them.

16. CONSEQUENCES OF TERMINATION

16.1. On termination of the Contract:

- (a) the Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of Services and Goods supplied but for which no invoice has been submitted, the Supplier shall submit an invoice, which shall be payable by the Customer immediately on receipt;
- (b) the Customer shall return all of the Supplier Materials and any Goods which have not been fully paid for. If the Customer fails to do so, then the Supplier may enter the Customer's premises and take possession of them. Until they have been returned, the Customer shall be solely responsible for their safe keeping and will not use them for any purpose not connected with this Contract.

16.2. Termination or expiry of the Contract shall not affect any rights, remedies, obligations and liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry.

16.3. Any provision of the Contract that expressly or by implication is intended to have effect after termination or expiry shall continue in full force and effect.

17. FORCE MAJEURE

Neither party shall be in breach of the Contract nor liable for delay in performing or failure to perform, any of its obligations under the Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control (**Force Majeure Event**).

18. GENERAL

18.1. **Publicity and approvals** Customer acknowledges and consents that Supplier may in the course of the Contract and / or providing the Goods and / or Services to Customer and / or at any time thereafter, take and / or use photographs, videos and / or other forms of medium devised in the future, to publish or re-produce such images (including but without limitation) “before and after” or archive information for use online, in print and / or in any other media, by Supplier or a third party. Customer hereby grants to Supplier and any of its licensees in perpetuity a free, irrevocable, royalty free licence in regards to such use. In the event that Customer has provided client feedback or “testimonials” to appear on the Supplier’s website and / or to be provided to third parties, and in so far as Supplier is reasonably able, Supplier shall remove such quotes provided by Customer from their website within a reasonable time from notification by Customer requesting removal. Notwithstanding the above, no such removal shall occur where such quotes appear in other third party publications or in any other media.

18.2. Assignment and other dealings

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

18.3. Notices

- (a) Any notice given to a party under or in connection with the Contract shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case).
- (b) Any notice shall be deemed to have been received: (i) if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address; or (ii) if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting.
- (c) This Clause 18.3 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

18.4. **Severance.** If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this Clause 18.4 shall not affect the validity and enforceability of the rest of the Contract.

18.5. **Waiver.** A waiver of any right or remedy under the Contract or by law is only effective if given in writing

and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

18.6. **No partnership or agency.** Nothing in the Contract is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, constitute either party the agent of the other, or authorise either party to make or enter into any commitments for or on behalf of the other party.

18.7. **Entire agreement**

- (a) The Contract together with these Conditions (as may be varied from time to time) constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. Notwithstanding the above, where there is a discrepancy between the Contract and the Conditions, the Contract shall take precedence solely to the extent necessary for the conflicted point.
- (b) Customer acknowledges that in entering into the Contract it does not rely on, and shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Customer agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misrepresentation based on any statement in the Contract.

18.8. **Third party rights.** Unless it expressly states otherwise, the Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.

18.9. **Variation.** Except as set out in these Conditions, no variation of the Contract shall be effective unless it is agreed in writing and signed by the parties (or their authorised representatives).

18.10. **Governing law.** The Contract and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.

18.11. **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.