

1. **Business customers and consumers**
 - 1.1. Some of these terms apply to consumers only; some apply to business customers only. Those terms are marked as such.
 - 1.2. All other terms apply to all customers.
 - 1.3. You are classified as a business customer if you indicate to us that the goods supplied by us will be used in the course of your business or if you use the goods in the course of your business.
 - 1.4. If you are not a business customer, you are a consumer. Nothing in these terms affects your statutory rights as a consumer.
2. **Price**
 - 2.1. **Consumers:** the quoted price includes VAT (unless otherwise stated).
 - 2.2. **Business customers:** the price quoted excludes VAT (unless otherwise stated). VAT will be charged at the rate applying at the time of delivery.
 - 2.3. Our quotations lapse after four weeks (unless otherwise agreed).
 - 2.4. **Business customers:** The price quoted excludes delivery (unless otherwise stated).
 - 2.5. **Business customers:** Unless otherwise stated, the price quoted to business customers is an illustrative estimate only and the price charged will be our price current at the time of delivery.
 - 2.6. **Business customers:** Rates of tax and duties on the goods will be those applying at the time of delivery.
 - 2.7. **Business customers:** At any time before delivery we may adjust the price to reflect any increase in our costs of supplying the goods.
3. **Delivery**
 - 3.1. All delivery times quoted are estimates only.
 - 3.2. If we fail to deliver within a reasonable time, you may (by informing us in writing) cancel the contract, however:
 - 3.2.1. you may not cancel if we receive your notice after the goods have been dispatched; and
 - 3.2.2. if you cancel the contract, you can have no further claim against us under that contract.
 - 3.3. If you accept delivery of the goods after the estimated delivery time, it will be on the basis that you have no claim against us for delay (including indirect or consequential loss, or increase in the price of the goods).
 - 3.4. We may deliver the goods in instalments. Each instalment is treated as a separate contract.
4. **Delivery and safety**
 - 4.1. We may decline to deliver if:
 - 4.1.1. we believe that it would be unsafe, unlawful or unreasonably difficult to do so; or
 - 4.1.2. the premises (or the access to them) are unsuitable for our vehicle.
5. **Payment terms**
 - 5.1. You are to pay us cash (or otherwise in cleared funds such as by credit card) within 7 days of the date of our invoice unless you have an approved credit account.
 - 5.2. **Business customers:** If you have an approved UK business credit account, payment is due 30 days from the date of our invoice.
 - 5.3. If you fail to pay us in full on the due date:
 - 5.3.1. we may suspend or cancel future deliveries;
 - 5.3.2. we may cancel any discount offered to you;
 - 5.3.3. you must pay us interest at the rate equivalent to that set for the purposes of section 6 of the Late Payment of Commercial Debts (Interest) Act 1998:
 - 5.3.3.1. calculated (on a daily basis) from the date of our invoice until payment;
 - 5.3.3.2. compounded on the first day of each calendar month; and
 - 5.3.3.3. before and after any judgement (unless the court orders otherwise).
 - 5.4. If you have an approved **business** credit account we may withdraw it or reduce your credit limit or bring forward your due date for payment.
 - 5.5. We may take any of those actions in 5.4 at any time and without notice.
 - 5.6. You do not have the right to set off any money you may claim from us against anything you may owe us.
 - 5.7. While you owe money to us, we have a right to keep any property we may hold of yours until you have paid us in full (a lien).
 - 5.8. You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these terms.
6. **Title**
 - 6.1. **Consumers:** s.18 Sale of Goods Act 1979 applies.
 - 6.2. **Business customers:** Until you pay all debts you may owe us:
 - 6.2.1. all goods supplied by us remain our property;
 - 6.2.2. you must store them so that they are clearly identifiable as our property;
 - 6.2.3. you must insure them (against the risks for which a prudent owner would insure them) and hold the policy on trust for us;
 - 6.2.4. you may use those goods and sell them in the ordinary course of your business, but not if:
 - 6.2.4.1. we revoke that right (by informing you in writing); or
 - 6.2.4.2. you become insolvent.
 - 6.3. **Business customers:** You must inform us (in writing) immediately if you become insolvent.
 - 6.4. **Business customers:** If your right to use and sell the goods ends you must allow us to remove the goods.
 - 6.5. **Business customers:** We have your permission to enter any premises where the goods may be stored:
 - 6.5.1. at any time, to inspect them; and
 - 6.5.2. after your right to use and sell them has ended, to remove them, using reasonable force if necessary.
 - 6.6. Despite our retention of title to the goods, we have the right to take legal proceedings to recover the price of goods supplied should you not pay us by the due date.
 - 6.7. You are not our agent. You have no authority to make any contract on our behalf or in our name.
7. **Risk**
 - 7.1. The goods are at your risk from the time of delivery.
 - 7.2. Delivery takes place either:
 - 7.2.1. at our premises (if you are collecting them or arranging carriage); or
 - 7.2.2. at your premises (if we are arranging carriage).
 - 7.3. You must inspect the goods on delivery. If any goods are damaged (or not delivered), you must write to tell us within five working days of delivery (or the expected delivery time). You must give us (and any carrier) a fair chance to inspect the damaged goods.
8. **Warranties**
 - 8.1. We warrant that the goods:
 - 8.1.1. comply with their description on our acknowledgement of order form; and
 - 8.1.2. are free from material defect at the time of delivery (as long as you comply with clause 7.3).
 - 8.2. **Business customers:** Subject to any manufacturers warranty that may apply to the goods, we give no other warranty (and exclude any warranty, term or condition that would otherwise be implied) as to the quality of the goods or their fitness for any purpose.
 - 8.3. **Consumers:** Your statutory rights are unaffected.
 - 8.4. If you believe that we have delivered goods which are defective in material or workmanship, you must:
 - 8.4.1. inform us (in writing), with full details, within ten working days of delivery. We will issue you with a returns number, which must be clearly noted on the return packaging and advice note. We may request you to return the goods (at your expense) in their original packaging; and
 - 8.4.2. allow us to investigate (we may need access to your premises and product samples).
 - 8.4.3. If the goods are found to be defective in material or workmanship (following our investigations), and you have complied with those conditions (in clause 8.4) in full, we will (at our option) replace the goods or refund the price.
 - 8.5. We are not liable for any other loss or damage (including indirect or consequential loss, financial loss, loss of profits or loss of use) arising from the contract or the supply of goods or their use, even if we are negligent.
 - 8.6. Our total liability to you (from one single cause) for damage to property caused by our negligence is limited to five million pounds.
- 8.7. For all other liabilities not referred to elsewhere in these terms our liability is limited in damages to the price of the goods.
- 8.8. Nothing in these terms restricts or limits our liability for death or personal injury resulting from our negligence.
9. **Specification**
 - 9.1. If we prepare the goods in accordance with your specifications or instructions, you must ensure that the specifications or instructions are accurate. You must ensure that goods prepared in accordance with those specifications or instructions will be fit for the purpose for which you intend to use them.
 - 9.2. We reserve the right to make any changes in the specifications of our goods which are necessary to ensure they conform with any applicable safety or other statutory requirements.
 - 9.3. **Business customers only:** we also reserve the right to make without notice any minor modifications in our specifications designs or materials as we think necessary or desirable.
10. **Return of goods**
 - 10.1. We will accept the return of goods from you only:
 - 10.1.1. by prior arrangement (confirmed in writing);
 - 10.1.2. on payment of an agreed handling charge (unless the goods were defective when delivered); and
 - 10.1.3. where the goods are as fit for sale on their return as they were on delivery.
11. **Export terms**
 - 11.1. Clause 10 of these Terms shall apply to exports except where inconsistent with any written agreement between us.
 - 11.2. Where the goods are supplied by us to you by way of export from the United Kingdom then the 'Incoterms' of the International Chamber of Commerce, which are in force at the time of the date when the contract is made, shall apply and the goods shall be supplied ex-works unless otherwise agreed.
 - 11.3. The Incoterms are treated as amended by these terms (read as a whole) to the extent that they are inconsistent with them.
 - 11.4. You are responsible for complying with any legislation or regulations governing the importation of the goods into the country of destination and for the payment of any duties due.
 - 11.5. The goods shall be delivered as agreed between us but we shall be under no obligation to give a notice under section 32(3) of the Sale of Goods Act 1979.
 - 11.6. You have the right at your expense and by arrangement with us to inspect the goods at our premises or at the point of shipment before shipment except where otherwise agreed. If you do not exercise that right then the fact the goods passed our quality inspection will be conclusive proof that they were of the warranted quality. We are not liable for any defect in the goods which would be apparent on your inspection unless a claim is made before shipment. We are not liable for any damage during transit.
 - 11.7. Payment of all amounts due to us shall be made as stipulated by us unless otherwise agreed in writing.
 - 11.8. We shall have no liability for death or personal injury arising from the use of the goods where the goods are to be delivered in the territory of another State (within the meaning of s.26 (3) (b) Unfair Contract Terms Act 1977).
12. **Cancellation**
 - 12.1. If you cancel your order for any reason, you must pay us for all stock (finished or unfinished) we may then hold (or to which we are committed) for the order.
 - 12.2. We may suspend or cancel the order, by written notice if:
 - 12.2.1. you fail to pay us any money when due (under the order or otherwise);
 - 12.2.2. you become insolvent;
 - 12.2.3. you fail to honour your obligations under these terms.
 - 12.3. You may not cancel the order unless we agree in writing (and clauses 3.2.2 and 12.1 then apply).
13. **Waiver and variations**
 - 13.1. Any waiver or variation of these terms is binding in honour only unless:
 - 13.1.1. made (or recorded) in writing;
 - 13.1.2. signed on behalf of each party; and
 - 13.1.3. expressly stating an intention to vary these terms.
 - 13.2. All orders that you place with us will be on these terms (or any that we may issue to replace them). By placing an order with us, you are expressly waiving any printed terms you may have to the extent that they are inconsistent with our terms.
14. **Force majeure - business customers only**
 - 14.1. If we are unable to perform our obligations to you (or able to perform them only at unreasonable cost) because of circumstances beyond our control, we may cancel or suspend any of our obligations to you, without liability.
 - 14.2. Examples of those circumstances include act of God, accident, explosion, fire, transport delays, strikes and other industrial disputes and difficulty in obtaining supplies.
15. **General**
 - 15.1. English law is applicable to any contract made under these terms. The English and Welsh courts have non-exclusive jurisdiction.
 - 15.2. If you are more than one person, each of you has joint and several obligations under these terms.
 - 15.3. If any of these terms are unenforceable as drafted:
 - 15.3.1. it will not affect the enforceability of any other of these terms; and
 - 15.3.2. if it would be enforceable if amended, it will be treated as so amended.
 - 15.4. We may treat you as insolvent if:
 - 15.4.1. you are unable to pay your debts as they fall due; or
 - 15.4.2. you (or any item of your property) becomes the subject of:
 - 15.4.2.1. any formal insolvency procedure (examples of which include receivership, liquidation, administration, voluntary arrangements (including a moratorium) or bankruptcy);
 - 15.4.2.2. any application or proposal for any formal insolvency procedure; or
 - 15.4.2.3. any application, procedure or proposal overseas with similar effect or purpose.
 - 15.5. **Business customers:** all brochures, catalogues and other promotional materials are to be treated as illustrative only. Their contents form no part of any contract between us and you should not rely on them in entering into any contract with us.
 - 15.6. **Business customers only:** any notice by either of us which is to be served under these terms may be served by leaving it at or by delivering it to (by first class post or by fax) the other's registered office or principal place of business. All such notices must be signed.
 - 15.7. No contract will create any right enforceable (by virtue of the Contracts (Rights of Third Parties) Act 1999) by any person not identified as the buyer or seller.
 - 15.8. Indicators of trade names or marks in catalogues or brochures are not restricted to indications of manufacture, but may be indicative of the general use of systems or machines associated with the use of such products.
 - 15.9. The only statements upon which you may rely in making the contract with us, are those made in writing by someone who is our authorised representative and either:
 - 15.9.1. contained in our estimate (or any covering letter) and not withdrawn before the contract is made; or
 - 15.9.2. which expressly state that you may rely on them when entering into the contract.
 - 15.10. Nothing in these terms affects or limits our liability for fraudulent misrepresentation.