

CROWN FLOORING LIMITED

TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS AND SERVICES

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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.

Business Day:	a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.
Business Hours:	the period from 9.00 am to 5.00 pm on any Business Day.
Commencement Date:	has the meaning given in clause 2.2.
Conditions:	these terms and conditions as amended from time to time in accordance with clause 18.9.
Contract:	the contract between the Supplier and the Customer for the supply of Goods or Services or Goods and Services in accordance with these Conditions.
control:	has the meaning given in section 1124 of the Corporation Tax Act 2010, and the expression change of control shall be interpreted accordingly.
Customer:	the person or firm who purchases the Goods or Services or Goods and Services from the Supplier.
Deliverables:	the deliverables set out in the Order produced by the Supplier for the Customer.
Delivery Location:	has the meaning given in clause 4.2.
Force Majeure Event:	has the meaning given to it in clause 17.
Goods:	the goods (or any part of them) set out in the Order.
Goods Specification:	any specification for the Goods, including any relevant plans or drawings, that is agreed in writing by the Customer and the Supplier.
Intellectual Property Rights:	patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks 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 or Services or Goods and Services, as set out in the Customer's purchase order form, or the Customer's written acceptance of the Supplier's quotation, or overleaf, as the case may be.
Services:	the services, including the Deliverables, supplied by the Supplier to the Customer as set out in the Service Specification.
Service Specification:	the description or specification for the Services provided by the Supplier to the Customer.
Supplier:	Crown Flooring Limited registered in England and Wales with company number 03313671.
Supplier Materials:	has the meaning given in clause 8.1.9.
Warranty Period:	has the meaning given in clause 5.1.

(b) Interpretation:

A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

(ii) A reference to a party includes its personal representatives, successors and permitted assigns.

(iii) A reference to legislation or a legislative provision is a reference to it as amended or re-enacted. A reference to legislation or a legislative provision includes all subordinate legislation made under that legislation or legislative provision.

(iv) Any words following the terms **including, include, in particular, for example** or any similar expression shall be interpreted as illustrative and shall not limit the sense of the words preceding those terms.

A reference to **writing** or **written** excludes fax but not email.

2. Basis of Contract

- 2.1 The Order constitutes an offer by the Customer to purchase Goods or Services or Goods and 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 Goods and Services described in them. They shall not form part of the Contract nor 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 law, 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 30 days from its date of issue.
- 2.6 The Supplier reserves the right to withdraw a quotation at any time before it has been accepted by the Customer.
- 2.7 The Supplier confirms that any information provided verbally about stock availability will be correct at the time it is given but does not make any guarantees in respect of stock availability.
- 2.8 All of these Conditions shall apply to the supply of both Goods and Services except where application to one or the other is specified.
- 2.9 The Customer waives any right it might otherwise have to rely on any term endorsed upon, delivered with or contained in any documents of the Customer that is inconsistent with these Conditions.

3. Goods

- 3.1 The Goods are described in the Goods Specification.
- 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.
- 3.3 Any advice or recommendation given by the Supplier (or its agents or employees) to the Customer in respect of the storage, application or use of the Goods which has not been confirmed in writing by the Supplier shall be acted upon entirely at the Customer's own risk and the Supplier shall not be liable for such advice or recommendation unless confirmed in writing.

4. Delivery of Goods

- 4.1 The Supplier shall ensure that:
 - 4.1.1 each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all 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; and
 - 4.1.2 if the Supplier requires the Customer to return any packaging materials to the Supplier, that fact is clearly stated on the delivery note. The Customer

shall make any such packaging materials available for collection at such times as the Supplier shall reasonably request. Returns of packaging materials shall be at the Supplier's expense.

- 4.2 The Supplier shall deliver the Goods to the location set out in the Order or such other location as the parties may agree (**Delivery Location**) at any time after the Supplier notifies the Customer that the Goods are ready.
- 4.3 Delivery of the Goods shall be completed on the completion of unloading of 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 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.
- 4.5 If the Supplier fails to deliver the 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 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.
- 4.6 If the Customer fails to take delivery of the Goods within five 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 or by the Supplier's failure to comply with its obligations under the Contract in respect of the Goods:
 - 4.6.1 delivery of the Goods shall be deemed to have been completed at 9.00 am on the fifth Business Day following the day on which the Supplier notified the Customer that the Goods were ready; and
 - 4.6.2 the Supplier shall store the Goods until actual 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 actual delivery of them, the Supplier may resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage and selling costs, account to the Customer for any excess over the price of the Goods or charge the Customer for any shortfall below the price of the Goods.

5. Quality of Goods

- 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:
 - 5.1.1 conform in all material respects with the Goods Specification at the time of installation; and

- 5.1.2 be of satisfactory quality (within the meaning of the Sale of Goods Act 1979).
- 5.2 Subject to clause 5.3, if:
 - 5.2.1 the Customer gives notice in writing to the Supplier 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;
 - 5.2.2 the Supplier is given a reasonable opportunity of examining such Goods; and
 - 5.2.3 the Customer (if asked to do so by the Supplier) returns such Goods to the Supplier's place of business at the Customer's cost,

the Supplier shall, at its option, repair or replace the defective Goods, or refund the price of the defective Goods in full.
- 5.3 The Supplier shall not be liable for the Goods' failure to comply with the warranty set out in clause 5.1 if:
 - 5.3.1 the Customer makes any further use of such Goods after giving a notice in accordance with clause 5.2 (except where the Supplier reasonably deems that such use by the Customer would be unavoidable);
 - 5.3.2 the defect arises because the Customer failed to follow the Supplier's oral or written instructions as to the storage, commissioning, installation, use or maintenance of the Goods or (if there are none) good trade practice regarding the same;
 - 5.3.3 the defect arises as a result of the Supplier following any drawing, design or specification supplied by the Customer;
 - 5.3.4 the Customer alters or repairs such Goods without the written consent of the Supplier;
 - 5.3.5 the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal working conditions; or
 - 5.3.6 the Goods differ from the Goods Specification 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 Goods' failure to comply with the warranty set out in clause 5.1.
- 5.5 These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.
- 5.6 Where the Goods have been manufactured, supplied or designed by anyone other than the Supplier (**Third Party Producer**), the obligations of the Supplier to the Customer shall not exceed those owed to the Customer by the Third Party Producer.

6. Title and Risk

- 6.1 The risk in the Goods shall pass to the Customer on completion of delivery.
- 6.2 Subject to clause 6.7, title to the Goods shall not pass to the Customer until the Supplier receives payment in full (in cash or cleared funds) for the Goods and any other goods that the Supplier has supplied to the Customer in respect of which payment has become due, in which case title to the Goods shall pass at the time of payment of all such sums.
- 6.3 Until title to the Goods has passed to the Customer, the Customer shall:
 - 6.3.1 store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property;
 - 6.3.2 not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
 - 6.3.3 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;
 - 6.3.4 notify the Supplier immediately if it becomes subject to any of the events listed in clause 14.2.2 to clause 14.2.4; and
 - 6.3.5 give the Supplier such information as the Supplier may reasonably require from time to time relating to:
 - 6.3.5.1 the Goods; and
 - 6.3.5.2 the ongoing financial position of the Customer.
- 6.4 The Customer shall not grant, pledge or in any way charge by way of any security of over any of the Goods.
- 6.5 Subject to clause 6.6, 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:
 - 6.5.1 it does so as principal and not as the Supplier's agent; and
 - 6.5.2 title to the Goods shall pass from the Supplier to the Customer immediately before the time at which resale by the Customer occurs.
- 6.6 At any time before title to the Goods passes to the Customer, the Supplier may:
 - 6.6.1 by notice in writing, terminate the Customer's right under clause 6.4 to resell the Goods or use them in the ordinary course of its business; and
 - 6.6.2 require the Customer to deliver up all Goods in its possession that have not been resold, or irrevocably incorporated into another product 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.

6.7 Without prejudice to the provisions of clause 6.2, if the Customer delays the provision of Services by the Supplier, which includes the supply of Goods, for an aggregate period of 60 days or more from the delivery or installation date agreed at the time of the Order, the Supplier reserves the right to invoice the Customer for any Goods acquired by the Supplier to deliver the Services to the Customer and upon receipt of payment for such Goods, title to the Goods shall vest in the Customer and the Supplier shall issue a vesting certificate.

6.8 Where the Supplier is required to export Goods outside of mainland United Kingdom, the Order shall contain special terms.

7. Supply of Services

7.1 The Supplier shall supply the Services to the Customer in accordance with the Service 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 Order, 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 the Service Specification if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Services, and the Supplier shall notify the Customer in any such event.

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

7.5 Unless stated otherwise in the Services Specification, the price set out in the Order does not include the making good of any damage caused by the removal of any fixtures and fittings already at the Customer's premises.

8. Customer's Obligations

8.1 The Customer shall:

8.1.1 ensure that the terms of the Order and any information it provides in either or both the Service Specification and the Goods Specification are complete and accurate;

8.1.2 co-operate with the Supplier in all matters relating to the Services;

8.1.3 provide the Supplier, its employees, agents, consultants and subcontractors, with full and unrestricted access to the Customer's premises, office accommodation and other facilities, machinery or equipment or utilities (including but not limited to water, electricity, light and heat) as reasonably required by the Supplier to provide the Services;

8.1.4 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;

8.1.5 prepare the Customer's premises for the supply of the Services and ensure that (to the extent that it does not form part of the Services), any

remedial or preparation work including but not limited to removal of existing flooring or sub flooring, filling or levelling is carried out prior to the Supplier commencing work;

- 8.1.6 comply with any aftercare advice provided by the Supplier in connection with the Goods including maintenance of the Goods and ensuring that the premises at which the Goods have been installed are properly heated and ventilated to maintain temperature and humidity and at all times in accordance with manufacturer instructions and good industry practice;
 - 8.1.7 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;
 - 8.1.8 comply with all applicable laws and regulations, including but not limited to health and safety laws and building codes;
 - 8.1.9 keep all materials, equipment, documents and other property of the Supplier (**Supplier Materials**) at the 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
 - 8.1.10 comply with any additional obligations as set out in the Service Specification or the Goods Specification or both.
- 8.2 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 a contractor on behalf of the Customer) or failure by the Customer to perform any relevant obligation (**Customer Default**):
- 8.2.1 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;
 - 8.2.2 the Supplier shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from the Supplier's failure or delay to perform any of its obligations as set out in this clause 8.2; and
 - 8.2.3 the Customer shall reimburse the Supplier on written demand for any costs or losses sustained or incurred by the Supplier or the Supplier's contractors arising directly or indirectly from the Customer Default including but not limited to the costs and expenses of aborted visits.
- 8.3 The Customer shall insure and keep insured, the premises at which the Supplier is to carry out Services against all commercial risks normally insured against at such premises and shall indemnify the Supplier against any loss or damage howsoever caused (except by the Supplier's negligence) to any tools, equipment, plant or other machinery that the Supplier may bring onto the premises in order to carry out the Services.

9. Special Conditions for Fire Doors

- 9.1 Any services provided by the Supplier in respect of fire door surveys and fire door remedial works are solely for the purpose of:
 - 9.1.1 assessing whether fire doors are operating in the manner intended when first installed; and
 - 9.1.2 remedying any defects which have arisen since the initial installation.
- 9.2 The Supplier does not provide fire risk assessment services and is not able to provide advice on whether fire doors are compliant with any applicable legislation, regulations, standards or any other equivalent regulatory requirements.
- 9.3 The Customer should seek an independent fire risk assessment from a suitably qualified fire risk assessor following any works carried out by the Supplier pursuant to clause 9.1.

10. Charges and Payment

- 10.1 Services may be quoted on a time and materials or fixed price basis.
- 10.2 Where Services are quoted on a time and materials basis the charges shall be calculated in accordance with the Supplier's daily fee rates, as set out in its current price list at the date of the Contract.
- 10.3 Where Services are quoted on a fixed price basis, the Supplier shall provide the Customer with a fixed fee quote which will be included in the Order and will relate only to the scope of works contained within the Order. Should the Customer require work outside of that scope, the Supplier reserves the right to vary the fixed fee. Any variations to the fixed fee for out of scope work shall be confirmed in writing by the Supplier.
- 10.4 Unless specified otherwise in the Order, the Supplier's charges are based upon the Services being carried out between the hours of 8.00 am and 5.00 pm on Business Days. Additional charges will apply for Services delivered outside of these normal working hours.
- 10.5 Unless specified otherwise in the Order, the Supplier shall be entitled to charge the Customer for any expenses reasonably incurred by the Supplier (or any other party engaged by the Supplier to deliver the Services) in connection with the Services including 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.
- 10.6 Where only Goods are supplied, the price for Goods:
 - 10.6.1 shall be the price set out in the Order or, if no price is quoted, the price set out in the Supplier's published price list as at the date of delivery; and
 - 10.6.2 shall be exclusive of all costs and charges of packaging, insurance and transport of the Goods, which shall be invoiced to the Customer.
- 10.7 The Supplier reserves the right to:

- 10.7.1 increase the charges for the Services on an annual basis with effect from each anniversary of the Commencement Date. Unless agreed otherwise with the Customer, the increase will be in line with the percentage increase in the Consumer Prices Index in the preceding 12-month period and the first such increase shall take effect on the first anniversary of the Commencement Date and shall be based on the latest available figure for the percentage increase in the Consumer Prices Index;
- 10.7.2 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:
 - 10.7.2.1 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 changes to legislation);
 - 10.7.2.2 any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Goods Specification; or
 - 10.7.2.3 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.
- 10.8 Subject to clause 10.9, in respect of Goods, the Supplier shall invoice the Customer on or at any time after completion of delivery. In respect of Services, the Supplier shall invoice the Customer on completion of the Services in arrears.
- 10.9 The Supplier may from time to time agree with the Customer to deliver the Goods in instalments (each an **Instalment**). Each Instalment shall be invoiced and paid for separately and shall constitute a separate contract. Any delay in delivery or defect in an Instalment shall not entitle the Customer to cancel any other Instalment.
- 10.10 The Supplier may from time to time agree with the Customer to invoice for part of the Services based on completed milestones or the passage of time. In these circumstances, the Supplier will submit an application for payment to the Customer (**Application**) and upon agreement by the Customer, the Supplier will issue an invoice for such Application. In the event the customer does not challenge an Application within 10 Business Days, the Application will be deemed to be agreed and the Supplier will invoice the Customer for such Application.
- 10.11 The Customer shall pay each invoice submitted by the Supplier:
 - 10.11.1 within 28 days of the date of the invoice or in accordance with any credit terms agreed by the Supplier and confirmed in writing to the Customer; and
 - 10.11.2 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.
- 10.12 All amounts payable by the Customer under the Contract are exclusive 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 or both, as applicable, at the same time as payment is due for the supply of the Services or Goods.

- 10.13 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 14, 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 10.13 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%.
- 10.14 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).

11. Intellectual Property Rights

All Intellectual Property Rights in or arising out of or in connection with the Goods or Services (other than Intellectual Property Rights in any materials provided by the Customer) shall be owned by the Supplier.

12. Data Protection

- 12.1 The following definitions apply in this clause 12:
- 12.1.1 **Data Protection Legislation:** all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR, the Data Protection Act 2018 (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426).
- 12.1.2 **UK GDPR:** has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018.
- 12.2 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 12 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation.

13. Limitation of Liability

- 13.1 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 liability.
- 13.2 References to liability in this clause 13 include every kind of liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.
- 13.3 Neither party may benefit from the limitations and exclusions set out in this clause 13 in respect of any liability arising from its deliberate default.
- 13.4 Nothing in the Contract limits any liability which cannot legally be limited, including liability for:

- 13.4.1 death or personal injury caused by negligence;
 - 13.4.2 fraud or fraudulent misrepresentation;
 - 13.4.3 breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession); and
 - 13.4.4 defective products under the Consumer Protection Act 1987.
- 13.5 Subject to clause 13.3 and clause 13.4, the Supplier's total liability to the Customer shall not exceed the price specified in the Order.
- The cap on the Supplier's liability under clause 13.5 shall be reduced by amounts awarded by a court or arbitrator, using their procedural or statutory powers in respect of costs of proceedings or interest for late payment.
- 13.6 This clause 13.6 sets out specific heads of excluded loss and exceptions from them:
- 13.6.1 Subject to clause 13.3 and clause 13.4, clause 13.6.3 identifies the kinds of loss that are not excluded. Subject to that, clause 13.6.2 excludes specified types of loss.
 - 13.6.2 The following types of loss are wholly excluded:
 - 13.6.2.1 loss of profits;
 - 13.6.2.2 loss of sales or business;
 - 13.6.2.3 loss of agreements or contracts;
 - 13.6.2.4 loss of anticipated savings;
 - 13.6.2.5 loss of use or corruption of software, data or information;
 - 13.6.2.6 loss of or damage to goodwill; and
 - 13.6.2.7 indirect or consequential loss.
 - 13.6.3 The following types of loss and specific loss are not excluded:
 - 13.6.3.1 sums paid by the Customer to the Supplier pursuant to the Contract, in respect of any Goods or Services not provided in accordance with the Contract;
 - 13.6.3.2 wasted expenditure;
 - 13.6.3.3 additional costs of procuring and implementing replacements for, or alternatives to, Goods or Services not provided in accordance with the Contract. These include but are not limited to consultancy costs, additional costs of management time and other personnel costs, and costs of equipment and materials; and

- 13.6.3.4 losses incurred by the Customer arising out of or in connection with any third party claim against the Customer which has been caused by the act or omission of the Supplier. For these purposes, third party claims shall include but not be limited to demands, fines, penalties, actions, investigations or proceedings, including but not limited to those made or commenced by subcontractors, the Supplier's personnel, regulators and customers of the Customer.
- 13.7 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, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.
- 13.8 This clause 13 shall survive termination of the Contract.

14. Termination

- 14.1 Without affecting any other right or remedy available to it, either party may terminate the Contract by giving the other party not less than 30 days' written notice.
- 14.2 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:
 - 14.2.1 the other party commits a material breach of any term of the Contract and (if such breach is remediable) fails to remedy that breach within a period of 14 days after being notified in writing to do so;
 - 14.2.2 the other party 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), obtaining a moratorium, 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 or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction;
 - 14.2.3 the other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or
 - 14.2.4 the other party's financial position deteriorates so far as to reasonably justify the opinion that its ability to give effect to the terms of the Contract is in jeopardy.
- 14.3 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:
 - 14.3.1 the Customer fails to pay any amount due under the Contract on the due date for payment; or
 - 14.3.2 there is a change of control of the Customer.

- 14.4 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 in clause 14.2.2 to clause 14.2.4, or the Supplier reasonably believes that the Customer is about to become subject to any of them.

15. Consequences of Termination

- 15.1 On termination of the Contract:
- 15.1.1 the Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of Goods and Services supplied or Goods required to satisfy the Order that are still held by the Supplier but for which no invoice has been submitted, the Supplier shall submit an invoice, which shall be payable by the Customer immediately on receipt;
 - 15.1.2 in the event that the Supplier agrees to accept the return by the Customer of any of the Supplier Materials and any Deliverables or Goods which have not been fully paid for, or which are in the Customer's possession, the Supplier reserves the right to charge a restocking fee. 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. The Supplier reserves the right to charge the Customer for any fees incurred by the Supplier in taking possession of the Goods.
- 15.2 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.
- 15.3 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.

16. Confidentiality

- 16.1 Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, assets, affairs, customers, clients or suppliers of the other party or of any member of the group of companies to which the other party belongs, except as permitted by clause 16.2.
- 16.2 Each party may disclose the other party's confidential information:
- 16.2.1 to its employees, officers, representatives, contractors or subcontracts or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under or in connection with the Contract. Each party shall ensure that its employees, officers, representatives or advisers to whom it discloses the other party's confidential information comply with this clause 16; and

16.2.2 as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

16.3 No party shall use any other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with the Contract.

17. Force Majeure

Neither party shall be in breach of the Contract or otherwise liable for any failure or delay in the performance of its obligations if such delay or failure results from events, circumstances or causes beyond its reasonable control (a **Force Majeure Event**). The time for performance of such obligations shall be extended accordingly. If the period of delay or non-performance continues for 4 weeks the party not affected may terminate the Contract by giving 7 days' written notice to the affected party.

18. General

18.1 Relevant Legislation

The terms of the Housing, Grants, Construction and Regeneration Act 1996 (as amended) in relation to payment, suspension and dispute resolution shall apply to the extent that they are not already provided for in the Contract.

18.2 Assignment and other dealings

18.2.1 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.

18.2.2 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.

18.3 Notices

18.3.1 Any notice given to a party under or in connection with the Contract shall be in writing and shall be:

18.3.1.1 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); or

18.3.1.2 sent by email to the addresses specified in the Order.

18.3.2 Any notice shall be deemed to have been received:

18.3.2.1 if delivered by hand, at the time the notice is left at the proper address;

18.3.2.2 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; or

18.3.2.3 if sent by email, at the time of transmission, or, if this time falls outside Business Hours in the place of receipt, when Business Hours resume.

18.3.3 This clause 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 deleted, but that shall not affect the validity and enforceability of the rest of the Contract. If any provision or part provision of the Contract is deemed deleted under this clause 18.4, the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the commercial result of the original provision.

18.5 Waiver

18.5.1 Except as set out in clause 2.9, a waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy.

18.5.2 A delay or failure to exercise, or the single or partial exercise of, any right or remedy shall not waive that or any other right or remedy, nor shall it 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

18.7.1 The Contract constitutes the entire agreement between the parties.

18.7.2 Each party acknowledges that in entering into the Contract it does not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract.

18.8 Third party rights

18.8.1 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.

18.8.2 The rights of the parties to rescind or vary the Contract are not subject to the consent of any other person.

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.