

# Wentworth Business Services Limited - TERMS AND CONDITIONS

## 1. General

- 1.1 The customer's attention is drawn to these terms and conditions of business. All orders placed with the company and contractual agreements with the company are subject to these terms and conditions at all times.
- 1.2 In the event that the customer shall be a consumer, nothing in these terms and conditions shall affect the statutory rights of a consumer.

## 2. Definitions

"the company"	shall mean	Wentworth Business Services Limited (trading as "Wentworth") whose registered office is Unit 5 Centre 27 Business Park Birstall West Yorkshire WF17 9TB a limited company registered in England and Wales company registration number 02421803
"the customer"	shall mean	any person or persons, firm, business, partnership, company or other organisation by whom or on whose behalf an order is placed for the company to supply goods
"the goods"	shall mean	any item or items of stationary or other equipment supplied by the company to the customer following an order having been placed by the customer. The same shall include, where appropriate all replacements thereof and additions thereto
"the premises"	shall mean	the delivery location address as nominated by the customer and advised to the company at the time an order is placed by the customer with the company
"the company's premises"	shall mean	the company's warehouse address being: Unit 8b2, Time Technology Park, Blackburn Road, Simonstone, Burnley, Lancashire BB12 7NQ
"the price"	shall mean	the price for the goods as detailed in the quotation and/or contract
"force majeure"	shall mean	an event which occurs outside the company's control

## 3. Quotations and Orders

- 3.1 Any quotation issued by the company is valid for a period of 30 days from the date of issue by the company to the customer, or, if different, such other period as may be stated in writing from the date thereof by the company. If the quotation shall not be accepted by the customer by way of an order to the company within the said period of validity then the quotation shall be deemed to have been withdrawn.
- 3.2 Notwithstanding and without prejudice to clause 3.1 above, the company reserves the right to withdraw any quotation issued prior to acceptance without notice or reason being given and at the company's sole discretion.
- 3.3 Where any variation to the specification is agreed by the company, the company reserves the right to amend the price and the quotation accordingly.
- 3.4 An additional charge may be raised for the company to deliver the goods to the customer's premises. Such additional charge will be as detailed in the quotation.
- 3.5 The company reserves the right to withdraw any of the goods for sale at any point (whether before or after contract) at the company's sole discretion and without being responsible for any form of loss.
- 3.6 Where any variation to the goods is subsequently agreed by the company, the company reserves the right to amend the price.
- 3.7 Any typographical or clerical error or omission in any quotation, order, acceptance, invoice, catalogue, brochure, or any other document issued by the company shall be subject to correction without any liability on the part of the company at whatever time and whenever such a correction shall be necessary.
- 3.8 Except where goods are bespoke and made to the customer's specific specification, the company reserves the right at any time and without notice to amend, alter, or change the design of any of the goods, provided at all times that the changes do not affect the quality or performance of the goods and the customer shall raise no requisition in respect of the same.

## 4. Contract

- 4.1 Whilst the company shall endeavour to ensure at all times that the details portrayed in any of the company's literature, including drawings, specifications, photographs, colours, weights, and information, relating to the goods are accurate, at all times such details are approximate only and do not form part of the contract. The company shall not be held responsible for any variation of the same nor have any liability in respect thereof.
- 4.2 These terms and conditions shall apply to every contract. The company shall not be bound by any terms and conditions which may be inconsistent with these terms and conditions.
- 4.3 A contract shall only exist when an order has been placed by or on behalf of the customer and accepted by the company.
- 4.4 An order may be placed by the customer with the company either verbally or in writing. All and any order may be subject to payment of a deposit if so requested by the company, in accordance with the provisions of clause 8.6.
- 4.5 In the event that after the placing of an order, the customer shall request a modification, amendment, or variation of the contract, then any such request shall not be binding upon the company unless authorised in writing by a director of the company. Any such agreed modification, amendment, or variation of the contract shall be deemed to be an amendment to the contract and shall not constitute a new contract.
- 4.6 The customer may not cancel a contract unless the company agrees this in writing and then only upon terms that the customer shall indemnify the company in full against all costs (including the cost of all labour, materials, and services used), claims, actions, damages, charges and expenses incurred by the company as a direct or indirect result of the cancellation.
- 4.7 The company shall be entitled to regard any person placing an order with the company as having been authorised by the customer to do so and so as to bind the customer in its entirety.

## 5. Delivery

- 5.1 In consideration of the payment of the price by the customer to the company, the company shall deliver the goods to the customer on a date to be notified, and, wherever possible, agreed with the customer. Delivery shall be effected as detailed in clause 5.2 below. In the event of delivery taking place under the provisions of clause 5.2 (a) the customer shall pay the company the delivery charges (as detailed in clause 3.4 above).
- 5.2 Delivery of the goods shall be effected and be deemed to have taken place either
- By the company arranging transportation of the goods to the customer's premises, or
  - By the customer attending at the company's premises to collect the goods, if so agreed with the company at the time of the placing of an order.
- 5.3 The company shall not be liable for any penalty, loss, injury, damage, or expense arising from any delay or failure in delivery or performance of the contract from any cause at all, nor shall any such delay or failure entitle the customer to refuse to accept any delivery under the contract, performance of the contract, or to repudiate the contract.
- 5.4 Any dates quoted or provided by the company for the delivery are approximate only although the company shall use its best endeavours to supply the goods within any time notified by the company to the customer but time shall never and not be of the essence at any point. The company shall not incur any liability whatsoever for failure to supply or deliver goods by any given or such date or dates.
- 5.5 Any packaging of the goods for or in order to necessitate delivery shall be at the absolute discretion of the company.
- 5.6 The customer shall carefully examine the goods upon delivery and shall notify the company in writing of any shortages or defects discoverable upon careful examination. Such notification must be received by the company within 48 hours of delivery. In the absence of such notification, the company excludes all liability in respect of any defects or shortages. Any goods which the customer believes are damaged or defective shall be returned to the company in line with the provisions of clause 6.
- 5.7 If the company shall be satisfied that, at the company's discretion, the goods are satisfactory and are as detailed in the order, and are not damaged or defective, then the contract shall be deemed to have been fulfilled insofar as the company's obligations under the contract are concerned.
- 5.8 For the avoidance of doubt delivery of the goods make take separately and on a piecemeal basis.

## 6. Return of Goods

- 6.1 In the event that the customer believes that the goods are damaged or defective as supplied by the company to the customer, the customer's attention is drawn to clauses 5.6, 5.7, and clause 11. The customer shall return the alleged damaged or defective goods to the company's premises at the customer's own expense having previously notified the company in writing in line with clause 5.6 above, and the return taking place within 7 days of the date of delivery. Prior to returning the damaged or defective goods, the customer shall
- Contact the company's sales office and obtain a returns number, and
  - Clearly mark the returns number on the packaging of all goods, and
  - The customer shall be responsible for the cost of safe delivery of the goods back to the company's premises, and
  - The customer shall clearly mark on all packaging the invoice number and the quantity.

## 7. Price

- 7.1 The customer agrees to pay the company the price.
- 7.2 Should the company be prevented from adhering to the delivery date by the customer's postponement or delays (howsoever arising) then the company reserves the right to amend the price to reflect any extra cost incurred to the company thereby.
- 7.3 All prices quoted are exclusive of value added tax and delivery charges, and, where applicable, of any substitute taxes, levies, duties, imports, fees, or charges whatsoever and howsoever payable, all of which shall be payable by the customer in full and/or reimbursed to the company as appropriate. The customer shall at all times indemnify the company against non-payment of the same.

## 8. Payment

- 8.1 In consideration of the supply of goods by the company to the customer, the customer shall pay the company the price.
- 8.2 Unless otherwise agreed by the company at the time of contract, payment for the goods shall be due from the customer 30 days from the date of invoice.
- 8.3 Payment shall be made either in cash, or by debit/credit card, or by cheque drawn on a UK clearing bank or by bank transfer.
- 8.4 In the event of any late payment whatsoever, the company shall be entitled to charge interest on any balance due at the rate of 3% above HSBC Plc minimum base rate, the interest being calculated from the date the payment falls due until the date of payment in full, plus interest.
- 8.5 The customer shall reimburse the company all costs and expenses (including, but not limited to, legal costs) incurred in the collection of any overdue amount.
- 8.6 If required by the company, and until such time as the company agrees credit facilities with the customer, a deposit of such figure as may be required by the company to cover the cost of the contract shall be paid by the customer to the company upon placing an order and before any goods are supplied.
- 8.7 Payment shall be made in full and the customer shall have no right of set-off.

## 9. Risk

The risk in the goods shall pass to the customer immediately upon delivery and the customer shall take out and ensure appropriate insurance is in place accordingly.

## 10. Retention of Title

- 10.1 Notwithstanding clause 9 above, the company shall retain title and ownership in the goods until the price and all other sums outstanding and owing by the customer to the company are paid in full.
- 10.2 Pending payment in full pursuant to clause 8 above, the following sub-clauses shall apply
- 10.2.1 The customer shall store the goods separately and in such a way that they can be readily identifiable as belonging to and being goods of the company.
- 10.2.2 The customer shall at the customer's own expense immediately return the goods to the company should the company or its authorised representatives so request at any time after payment is due.
- 10.2.3 In the event that the goods shall be in any way mixed, compounded, or entwined with the property of a third party or parties then the product or products thereof shall be deemed to be held in common with such third party or parties.
- 10.2.4 Without prejudice to clause 8 above, the customer shall hold the goods as the company's trustee and bailee and shall keep the goods separate, properly stored, protected, insured, labelled and identified as being the company's property.
- 10.2.5 The customer shall not sell, give away, or otherwise dispose of the goods. In the event that the customer shall do so (which for the avoidance of doubt is strictly forbidden until the price and all sums outstanding have been paid to the company) then any monies received and the proceeds of sale, or disposal, including any cheque received or other payment shall be held on trust by the customer for the company and the customer will forward the cheque or payment to the company immediately. Pending the same, the customer shall keep any monies received in a separate account so as to be identifiable as the company's monies. In particular, but without prejudice to the foregoing, the customer shall not pay the proceeds into any bank account which is overdrawn.
- 10.2.6 The company shall be entitled at any time following the date upon which payment is due and without additional notice to enter the premises of the customer or any third party where the goods are situated or shall be stored and repossess the same accordingly. For the avoidance of doubt, the customer irrevocably consents to allow the company access onto their premises for this purpose. The customer shall reimburse the company for all reasonable expenses and fees incurred (including, but not limited to, legal expenses) in so doing.
- 10.2.7 The company shall be entitled to maintain an action for the price of the goods notwithstanding that title to the same shall not have passed to the customer.
- 10.2.8 The customer will immediately notify the company of any damage to the goods and will hold any insurance monies received in trust for the company absolutely. In the event that a claim is to be made under the customer's insurance, the company may, at the company's sole discretion, conduct negotiations and effect a settlement with the insurers in place of the customer. The customer at all times irrevocably authorises the company to collect any insurance monies from the insurers. The company may apply any insurance monies as the company shall see fit.

## 11. Warranty

- 11.1 In lieu of all warranties, conditions, or liabilities imposed by law
- The company's sole liability in respect of any defect in, damage to, or failure of the goods supplied or for any loss, injury, or damage attributable thereto is limited to making good by replacement or repaired defects which under proper use appear therein and arise solely from defective design, workmanship, or faulty materials within a period of 3 calendar months from the date of delivery, (or 6 calendar months where the goods of an electrical nature), and
  - Provided always that where the manufacturers guaranteed life for the goods (if appropriate) delivered is less than 3 or 6 (as appropriate) calendar months the warranty period shall be reduced to the respective guaranteed life accordingly
- 11.2 The company will only accept liability under clause 11.1 above provided it is notified in writing within 48 hours of any such defect or failure becoming apparent to the customer and the defective goods being returned to the company at the customer's expense.
- 11.3 At no time shall the company be liable for any defect in, failure of, or damage to the goods as a result of misuse by the customer or any third party, due lack of care and attention, lack of general maintenance, or inappropriate use.
12. Liability
- 12.1 The company shall only be liable as stated in clause 11.1 above. This clause is in lieu of all conditions, warranties, and statements of whatever nature in respect of the contract whether express or implied by statute, trade, custom, or otherwise and any such condition, warranty, or statement is hereby excluded.
- 12.2 Without prejudice to the foregoing clauses, the company's liability for any loss or damage sustained by the customer as a direct result of any breach of the contract or any liability whatsoever of the company (including negligence) in respect of the performance of the contract shall be limited to payment of damages not exceeding the invoice value of the contract.
- 12.3 The company will not be liable for the following loss or damage which shall or may arise out of or in connection with any failure in, defect of, or damage to the whole or any part of the goods (including any delay in supplying or any failure to supply the goods in accordance with the contract or at all) or its use by the customer or howsoever caused (even if foreseeable or in the company's contemplation)
- 12.3.1 Loss of profit or profits, business, or revenue whether sustained by the customer or any third party, and/or
- 12.3.2 Special, indirect, or consequential loss or damage, whether sustained by the customer or any third party, including, but not limited to, loss of profit, loss of interest, loss of contract, loss of chance, damage to property of the customer or any third party, and/or
- 12.3.3 Any loss arising from any claim made against the customer by any person or third party, and/or
- 12.3.4 Any personal injury to the customer or any other person or individual where such injuries are not caused by the company's negligence.
- 12.4 The customer shall indemnify the company against all claims, actions, costs, expenses (including any Court costs and legal fees incurred) or other liabilities whatsoever. Non-exhaustive illustrations of the same include
- 12.4.1 Any liability arising under the Consumer Protection Act 1987, unless caused by the negligent act or omission of the company in the supply of the goods, and/or
- 12.4.2 Any claim for breach of industrial and/or intellectual property rights arising out of the order of the customer, and/or
- 12.4.3 Any breach of contract or negligent or willful act or omission of the customer in relation to the contract.
- 12.5 These conditions do not purport to exclude or restrict any liability which is prohibited by Section 2 (1) and (6) of the Unfair Contract Terms Act 1977.

## 13. Force Majeure

The company shall be entitled, without liability on its part, and without prejudice to its other rights, to terminate the contract or any unfulfilled part thereof, or, at its option, to suspend or give partial performance under it, if performance by the company or its suppliers is prevented, hindered, or delayed whether directly or indirectly by any reason or cause whatsoever beyond the company's or its supplier's reasonable control, whether or not such cause existed on the date when the contract was made. Non-exhaustive illustrations include acts of God, war, riot, terrorism, explosion, abnormal weather conditions, fire, flood, government action, strike, lock-out, delay by suppliers, accidents and shortage of materials, labour, or manufacturing facilities.

## 14. Termination

In the event of any payment due by the customer to the company not being paid on the due date, or in the event of the customer becoming insolvent or bankrupt or a petition being presented or a resolution being passed for the liquidation (otherwise for the purpose of amalgamation or reconstruction) or sequestration of the customer or a receiver, administrator, administrative receiver or judicial factor being appointed over all or any of the assets of the customer, or if any steps are taken in relation to any of the foregoing, or the customer making any voluntary arrangements with its creditors generally, or if the customer shall cease, or threaten to cease trading or carrying on business, or if the customer shall, without prior written consent of the company, sell or otherwise dispose of the whole or substantially the whole of its assets, or if the company reasonably apprehends that any of the foregoing events is about to occur (and notifies the customer accordingly), the company shall be entitled to treat the contract of which these conditions form part and any other contract between the company and the customer as repudiated and shall be entitled to suspend deliveries to the customer without being liable for any form of loss.

## 15. Entire Agreement Clause

- 15.1 The customer confirms that they have not relied upon any warranty, representation, or undertaking of or on behalf of the company by any of its employees or agents (whether written or oral) in respect of the goods and the company shall have no liability in respect thereof.
- 15.2 This agreement supersedes any other arrangements, if appropriate, and whether past or present, contracts, assurances, understandings, course of dealings, or promises between the parties hereto.
- 15.3 These terms and conditions represent the entire agreement between the company and the customer.
- 15.4 Nothing in these terms and conditions is intended to exclude nor limit the company's liability for fraud or fraudulent misrepresentation.

## 16. Compatibility

The customer confirms and acknowledges that it is the sole responsibility of the customer alone to ensure that the goods ordered from the company shall be appropriate for the customer's requirements. The company shall not at any time be liable in any way shape or form for any information or suggestion provided by the company (its employees or agents) in relation to the use of the goods, the capabilities of the goods, or as to whether or not the goods shall be suitable for the customer's requirements, and/or compatible with any of the customer's own goods.

## 17. Intellectual Property

- 17.1 The company shall have and shall retain the property, copyright, and all other intellectual or industrial property rights in any designs, proofs, catalogues, brochures, price lists, quotations, and literature generally prepared by the company.
- 17.2 The customer shall indemnify the company from all actions, costs, claims, demands, expenses and liabilities whatsoever arising from any actual or alleged infringement brought in connection with clause 17.1.

## 18. Miscellaneous

- 18.1 The company may at the company's sole discretion subcontract the performance of this contract in whole or in part.
- 18.2 In the event of these terms and conditions conflicting with any other terms and conditions, then these terms and conditions shall prevail.
- 18.3 This contract is between the company and the customer as principals and shall not be assignable by the customer without express written consent of the company.
- 18.4 Each right or remedy of the company under the contract is without prejudice to any other right or remedy of the company whether under the contract or not.
- 18.5 No waiver by the company of any breach of contract by the customer shall be construed as a waiver of any subsequent breach of the same or any other provision hereof.
- 18.6 Failure of the company in enforcing or partially enforcing any provision of this contract shall not be construed as a waiver of its rights generally under the contract.
- 18.7 For the avoidance of doubt, nothing in this agreement shall confer on any third party any benefit or the right to enforce any term or terms of this agreement.
- 18.8 If any provision of these terms and conditions is held by any competent authority to be invalid or unenforceable in whole or in part then the validity of the other provisions of these terms and conditions and the remainder of the provision in question shall not be affected thereby.
- 18.9 Obligations by more than one person are joint and several and where any party under this agreement at any time is more than one person, references to it are to each person individually as well as jointly with the others comprising it.
- 18.10 Words imported the singular also include the plural and vice versa where the context so requires.
- 18.11 The headings, marginal notes, and notes for guidance in this agreement shall not be deemed to be part thereof nor taken into consideration in the interpretation or construction thereof.
- 18.12 All references herein to clauses are references to clauses numbered in this agreement and not to those in any other document unless otherwise stated.
- 18.13 These terms and conditions on behalf of the company have been prepared to reflect the Unfair Contract Terms Act 1977. The company considers these terms and conditions to be reasonable. Should the customer consider that these terms and conditions may be unreasonable, given the customer's particular circumstances, then the customer shall inform the company before any order is placed and contract entered into. In such circumstances, the company may, at the company's sole discretion, either agree to vary these terms and conditions, enter into different terms and conditions, or insist upon the customer being bound by these terms and conditions which, for the avoidance of doubt, the company maintains at all times are fair and reasonable. Should the customer not notify the company to the contrary then the customer shall be deemed to accept that these terms and conditions are fair and reasonable.
- 18.14 This contract shall be governed by and construed in accordance with the law of England and Wales and the parties shall submit to the jurisdiction of the English Courts in their entirety.