

THE CUSTOMER'S ATTENTION IS DRAWN IN PARTICULAR TO THE PROVISIONS OF CLAUSE 10.

1. INTERPRETATION

Definitions:

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

CFG: Contract Furniture Group Limited, a company registered in England with company number 06990972 and whose registered office is 1a Bonington Road, Mapperley, Nottingham, Nottinghamshire, NG3 5JR.

Conditions: the terms and conditions set out in this document as amended from time to time in accordance with clause 12.3.

Contract: the contract between CFG and the Customer for the sale and purchase of the Goods in accordance with these Conditions.

Customer: the person or firm who purchases the Goods from CFG.

Force Majeure Event: an event or circumstance beyond a party's reasonable control.

Goods: the goods (or any part of them) set out in the Order.

Installation Services: installation of the Goods as may be provided as part of the Contract.

Order: the Customer's order for the Goods, as set out in the Customer's purchase order form, the Customer's written acceptance of CFG's quotation, or overleaf, as the case may be.

Specification: any specification for the Goods, including any technical specification or technical references.

1.1 Interpretation:

- (a) a reference to a statute or statutory provision is a reference to such statute or provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.
- (b) any phrase introduced by the terms **including, include, in particular** or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- (c) a reference to writing or written includes emails.

2. BASIS OF CONTRACT

- 2.1 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.
- 2.2 The Order constitutes an offer by the Customer to purchase the Goods in accordance with these Conditions. The Customer is responsible for ensuring that the terms of the Order and any applicable Specification are complete and accurate.
- 2.3 The Order shall only be deemed to be accepted when CFG issues a written acceptance of the Order, at which point the Contract shall come into existence.
- 2.4 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.
- 2.5 A quotation for the Goods given by CFG shall not constitute an offer. A quotation shall only be valid for a period of 20 Business Days from its date of issue.

3. BROCHURES, WEBSITE, PRICE LISTS AND SPECIFICATIONS

- 3.1 Brochures, price lists, any description on the websites and Specifications provided to the Customer by CFG whether in printed or electronic form shall remain the property of CFG at all times and are not to be reproduced by any means without written approval of CFG. CFG shall not be held responsible for any errors or omissions in said brochures, price lists, websites and Specifications.
- 3.2 Any brochure, price lists and Specifications or advertising produced by CFG and any descriptions or illustrations contained in CFG's brochures or websites are produced for the sole purpose of giving an approximate idea of the Goods referred to in them. They shall not form part of the Contract nor have any contractual force.

4. GOODS

- 4.1 The Goods are described in CFG's brochure or on the website www.contractfurniture.co.uk as modified by any applicable Specification.
- 4.2 To the extent that the Goods are to be manufactured in accordance with a Specification supplied by the Customer, the Customer shall indemnify CFG against all liabilities, costs, expenses, damages and losses (including any direct, indirect or

consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by CFG in connection with any claim made against CFG for actual or alleged infringement of a third party's intellectual property rights arising out of or in connection with CFG's use of the Specification. This clause 4.2 shall survive termination of the Contract.

4.3 CFG reserves the right to amend the specification of the Goods if required by any applicable statutory or regulatory requirements.

5. DELIVERY AND INSTALLATION SERVICES

5.1 CFG shall ensure that:

- (a) each delivery of the Goods is accompanied by a delivery note that shows the date of the Order, the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and
- (b) if CFG requires the Customer to return any packaging materials to CFG, that fact is clearly stated on the delivery note. The Customer shall make any such packaging materials available for collection at such times as CFG shall reasonably request. Returns of packaging materials shall be at CFG's expense.

5.2 CFG 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 CFG notifies the Customer that the Goods are ready.

5.3 Delivery is completed on the completion of unloading of the Goods at the Delivery Location.

5.4 Unless otherwise agreed, the price quoted for the Goods by CFG shall be exclusive of the costs of delivering the same for which CFG shall invoice the Customer separately. Such charges shall include the costs of freight and insurance.

5.5 Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence. CFG 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 CFG with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.

5.6 If CFG 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. CFG 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 CFG with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.

5.7 If the Customer fails to accept delivery of the Goods within three Business Days of CFG notifying the Customer that the Goods are ready, then, except where such failure or delay is caused by a Force Majeure Event or CFG's failure to comply with its obligations under the Contract:

- (a) delivery of the Goods shall be deemed to have been completed at 9.00 am on the third Business Day after the day on which CFG notified the Customer that the Goods were ready; and
- (b) CFG shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).

5.8 If ten Business Days after the day on which CFG notified the Customer that the Goods were ready for delivery the Customer has not accepted delivery of them, CFG may resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage and selling costs, charge the Customer for any shortfall below the price of the Goods.

5.9 CFG may deliver the Goods by instalments, which shall be invoiced and paid for separately. Any delay in delivery or defect in an instalment shall not entitle the Customer to cancel any other instalment.

5.10 If agreed in advance as part of the Contract, CFG may provide the Installation Services in relation to the Goods to the Customer.

5.11 CFG shall set out the cost of the Installation Services to the Customer in advance on the Quotation and/or Order acknowledgement.

5.12 The Installation Services shall be provided with reasonable skill and care.

5.13 The Customer shall ensure that CFG personnel have free clear access to the location which the Goods are to be installed and the Installation Services performed. If CFG personnel believe that it is

unsafe or difficult to access the installation location, they shall be entitled to refuse to undertake the Installation Services. CFG may charge for wasted time and expenditure if this is the case.

- 5.14 Upon installation of the Goods, the Customer shall be required to inspect the Goods and to confirm acceptance of the Installation Services. Any defects must be notified immediately and before the CFG personnel leave the Delivery Location.
- 5.15 Failure to notify the CFG personnel of any defect shall be deemed acceptance of the Goods and CFG shall have no liability to the Customer.

6. QUALITY AND INITIAL DEFECTS

- 6.1 CFG warrants that on delivery, the Goods shall:
- (a) conform in all material respects with their description and any applicable Specification; and
 - (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).
- 6.2 The Customer shall have no claim in respect of any breach of the warranty in clause 6.1 which should have been apparent on a reasonable visual examination of the Goods unless the conditions in clause 6.4 are satisfied.
- 6.3 The Customer shall have no claim in respect of the fact that the Goods delivered are incorrect or there is a shortage in clause 6.1 unless the conditions in clause 6.4 hereof are satisfied.
- 6.4 The conditions are that:-
- (a) the delivery note for the Goods is qualified by a remark that there is a defect, and
 - (b) the claim is made to CFG in writing within one day of delivery in the case of damage or incorrect Goods or three days of delivery in the case of shortages.
- 6.5 Subject to clause 6.4, if:
- (a) CFG is given a reasonable opportunity of examining such Goods; and
 - (b) the Customer (if asked to do so by CFG) returns such Goods to CFG's place of business at the Customer's cost,
- CFG shall, at its option, repair or replace the defective Goods, or refund the price of the defective Goods in full.

- 6.6 CFG shall not be liable for the Goods' failure to comply with the warranty set out in clause 6.1 in any of the following events:
- (a) the Customer makes any further use of such Goods after giving notice in accordance with clause 6.2;
 - (b) the defect arises because the Customer failed to follow CFG's oral or written instructions as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
 - (c) the defect arises as a result of CFG following any drawing, design or Specification supplied by the Customer;
 - (d) the Customer alters or repairs such Goods without the written consent of CFG; or
 - (e) the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions.

- 6.7 Except as provided in this clause 6, CFG shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 6.1.
- 6.8 The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are, to the fullest extent permitted by law, excluded from the Contract.
- 6.9 These Conditions shall apply to any repaired or replacement Goods supplied by CFG.

7. TITLE AND RISK

- 7.1 The risk in the Goods shall pass to the Customer on completion of delivery.
- 7.2 Title to the Goods shall not pass to the Customer until:
- (a) CFG receives payment in full (in cash or cleared funds) for the Goods and any other goods that CFG 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; and
 - (b) the Customer resells the Goods, in which case title to the Goods shall pass to the Customer at the time specified in clause 7.4.
- 7.3 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 CFG'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 from the date of delivery;
 - (d) notify CFG immediately if it becomes subject to any of the events listed in clause 9.1; and
 - (e) give CFG such information relating to the Goods as CFG may require from time to time.
- 7.4 Subject to clause 7.5, the Customer may resell or use the Goods in the ordinary course of its business (but not otherwise) before CFG receives payment for the Goods. However, if the Customer resells the Goods before that time:
- (a) it does so as principal and not as CFG's agent; and
 - (b) title to the Goods shall pass from CFG to the Customer immediately before the time at which resale by the Customer occurs.
- 7.5 If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 9.1, then, without limiting any other right or remedy CFG may have:
- (a) the Customer's right to resell the Goods or use them in the ordinary course of its business ceases immediately; and
 - (b) CFG may at any time:
 - (i) require the Customer to deliver up all Goods in its possession that 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.
- 8. PRICE**
- 8.1 The price of the Goods shall be the price set out in the Order, or, if no price is quoted, the price set out in CFG's published price list in force as at the date of delivery.
- 8.2 CFG may, by giving notice to the Customer at any time before delivery, increase the price of the Goods to reflect any increase in the cost of the Goods that is due to:
- (a) any factor beyond CFG's control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);
 - (b) any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or
 - (c) any delay caused by any instructions of the Customer or failure of the Customer to give CFG adequate or accurate information or instructions.
- 8.3 The price of the Goods:
- (a) excludes amounts in respect of value added tax (**VAT**), which the Customer shall additionally be liable to pay to CFG at the prevailing rate, subject to the receipt of a valid VAT invoice; and
 - (b) excludes the costs and charges of packaging, insurance and transport of the Goods, which shall be invoiced to the Customer.
- 8.4 Payment in full required at point of order, unless a lead-time exceeding 2 weeks in which the Customer shall pay 25% of the price in advance and 75% of the price prior to delivery.
- 8.5 The Customer shall pay the invoice in full and in cleared funds on the date stated as the due date or in default 30 days from the date of invoice. Payment shall be made to the bank account nominated in writing by CFG. Time for payment is of the essence.
- 8.6 The Customer shall be liable for all administration fees, legal fees, courts fees and all other professional costs incurred in the recovery of any late payment and CFG shall be entitled to seek recovery of such costs in addition to default interest as set out in clause 8.7.
- 8.7 If the Customer fails to make any payment due to CFG under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 8% per annum above Barclay's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.
- 8.8 Without prejudice to CFG's other rights and remedies under these Conditions, it shall be entitled to seek statutory compensation under the Late Payment of Commercial Debts (Interest) Act 1998.
- 8.9 The Customer shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law). CFG

may at any time, without limiting any other rights or remedies it may have, set off any amount owing to it by the Customer against any amount payable by CFG to the Customer.

9. TERMINATION

9.1 Without limiting its other rights or remedies, CFG may terminate this Contract with immediate effect by giving written notice to the Customer if:

- (a) the Customer commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 3 days of that party being notified in writing to do so;
- (b) 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 or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction;
- (c) the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business; or
- (d) the Customer's financial position deteriorates to such an extent that in CFG's opinion the Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.

9.2 Without limiting its other rights or remedies, CFG may suspend provision of the Goods under the Contract or any other contract between the Customer and CFG if the Customer becomes subject to any of the events listed in clause 8.1(a) to clause 8.1(d), or CFG reasonably believes that the Customer is about to become subject to any of them, or if the Customer fails to pay any amount due under this Contract on the due date for payment.

9.3 Without limiting its other rights or remedies, CFG may terminate the Contract with immediate effect by giving written notice to the Customer if the Customer fails to pay any amount due under the Contract on the due date for payment.

9.4 On termination of the Contract for any reason the Customer shall immediately pay to CFG all of CFG's outstanding unpaid invoices and interest.

9.5 Termination of the Contract shall not affect any of the parties' rights and remedies that have accrued as at termination, including the right to claim damages in respect of any breach of this Contract that existed at or before the date of termination.

9.6 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination shall remain in full force and effect.

10. LIMITATION OF LIABILITY

10.1 Nothing in these Conditions shall limit or exclude CFG's liability for:

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

10.2 Subject to clause 10.1:

- (a) CFG shall under no circumstances whatsoever be liable to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and
- (b) CFG's total liability to the Customer in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed 100% of the price of the Goods.

11. FORCE MAJEURE

11.1 Neither party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure result from a Force Majeure Event. If the period of delay or non-performance continues for 4

weeks, the party not affected may terminate this Contract by giving 4 weeks written notice to the affected party.

12. GENERAL

12.1 Assignment and other dealings.

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

12.2 Entire agreement.

- (a) This Contract 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.
- (b) Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this agreement. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

12.3 **Variation.** No variation of this Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

12.4 **Waiver.** No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

12.5 **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 shall not affect the validity and enforceability of the rest of the Contract.

12.6 Notices.

- (a) Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its registered office (if it is a company) or its principal place of business (in any other case) or such other address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, sent by pre-paid first class post or other next working day delivery service, commercial courier, or email.
- (b) A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 12.6 (a); 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; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by email, one Business Day after transmission.
- (c) The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

12.7 **Third party rights.** No one other than a party to this Contract and their permitted assignees shall have any right to enforce any of its terms.

12.8 **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.

12.9 **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 this Contract or its subject matter or formation.