

The customer's attention is drawn in particular to the provisions of clause 9

### 1. Interpretation

1.1 **Definitions.** In these Conditions, the following definitions apply:

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

"**Conditions**"; the terms and conditions set out in this document as amended from time to time in accordance with clause 11.6.

"**Contract**"; the contract between the Supplier 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 the Supplier.

"**Force Majeure**" has the meaning given in clause 10.

"**Event**";

"**Goods**"; the goods (or any part of them) set out in the Order.

"**Order**"; the order by the Customer for the Goods, as set out in the purchase order form of the Customer.

"**Specification**"; any specification for the Goods, including any related plans and drawings, that is agreed in writing by the Customer and the Supplier.

"**Supplier**"; The Hill Brush Company Ltd (registered in England and Wales with company number 03464746).

1.2 **Construction.** In these Conditions, the following rules apply:

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

1.2.2 A reference to a party includes its personal representatives, successors or permitted assigns

1.2.3 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

1.2.4 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

1.2.5 A reference to **writing** or **written** includes faxes and e-mails

### 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 submitted by the Customer are complete and accurate.

2.3 The Order shall only be deemed to be accepted when the Supplier issues a written acceptance of the Order, at which point the Contract shall come into existence.

2.4 The Contract constitutes the entire agreement between the parties. The Customer acknowledges that it has not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of the Supplier which is not set out in the Contract.

2.5 Any samples, drawings, descriptive matter, or advertising produced by the Supplier and any descriptions or illustrations contained in the catalogues or brochures of the Supplier are produced for the sole purpose of giving an approximate idea of the Goods described in them. They shall not form part of the Contract or have any contractual force.

2.6 A quotation for the Goods given by the Supplier shall not constitute an offer. A quotation shall only be valid for a period of 60 Business Days from its date of issue unless otherwise specified by the Supplier.

### 3. Goods

3.1 The Goods are described (i) in the catalogue of the Supplier as modified by any applicable Specification or (ii) in any Specification.

3.2 The Customer shall indemnify the Supplier 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 the Supplier in connection with any claim made against the Supplier for actual or alleged infringement of a third party's intellectual property rights arising out of or in connection with the use of the Specification by the Supplier. This clause 3.2 shall survive termination of the Contract.

3.3 The Supplier reserves the right to amend the specification of the Goods if required by any applicable statutory or regulatory requirements.

### 4. Delivery and Returns

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 reference numbers of the Customer and the Supplier, 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 (including returnable containers and/or pallets), 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. The cost of collection of the Goods shall be borne by the Supplier save that the Supplier shall be entitled to invoice the Customer for any packaging materials that are not made available for collection by the Customer within 7 days of delivery of the Goods to which the packaging materials relate and/or to invoice the Customer the Supplier's reasonable collection costs in the event of any delay caused by the Customer in making the packaging materials available for collection.
- 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 determines that the Goods are ready for delivery unless arrangements have been agreed with the Customer for the collection by the Customer of such Goods. Any delivery charges will be as specified in the Catalogue, in any Contract and/or as notified to the Customer from time to time and will be payable in full by the Customer in addition to the price of the Goods set out in the Contract.
- 4.3 The Customer agrees that the Supplier shall be entitled to deliver the Goods without prior notification to the Customer on any Business Day between the hours of 8.00am and 5.30pm. Delivery of the Goods shall be completed on the arrival of the Goods at the Delivery Location. The Customer shall provide the Supplier with adequate delivery instructions, delivery access or any other instructions that are relevant to the supply of the Goods.
- 4.4 Any dates quoted for delivery 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 failure of the Customer 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 or is unable to supply and deliver the whole or any part of the Goods within 180 days of the date of the Contract, it shall (if in its sole opinion it is able) offer the Customer a reasonably suitable alternative in respect of the Goods that it is unable to supply and/or notify the Customer of the Goods that it cannot supply. If the Customer notifies the Supplier within 5 Business Days that it does not accept the alternative goods, or if no alternative goods are available, the Customer shall be entitled to cancel that part of the Order only that relates to the specific Goods that cannot be supplied or delivered by the Supplier. In respect of the offer of alternative Goods, if the Customer does not notify the Supplier within 5 Business Days that it does not wish to accept the alternative Goods it shall be deemed to have accepted the offer of them. Provided that the Supplier notifies the Customer as aforesaid, the Supplier shall have no liability to the Customer whatsoever arising out of any failure to supply and deliver any Goods.
- 4.6 If the Customer fails to take delivery of the Goods on the date of attempted delivery of them, then, except where such failure or delay is caused by a Force Majeure Event or the failure of the Supplier to comply with its obligations under the Contract:
- 4.6.1 delivery of the Goods shall be deemed to have been completed on the day on which the Supplier attempted to deliver them; and
- 4.6.2 the Supplier shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).
- 4.7 If 20 Business Days after the day on which the Supplier first attempted to deliver the Goods to the Customer the Customer has not taken delivery of them, the Customer irrevocably agrees that the Supplier may resell or otherwise dispose of part or all of the Goods (including (i) any Goods that contain any logos, designs and/or other trademarks of the Customer and/or (ii) any Goods that have been modified or made to the bespoke specifications of the Customer) 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.
- 4.8 The Customer shall not be entitled to reject the Goods if the Supplier delivers up to and including 10% more or less than the quantity of Goods ordered, but a pro rata adjustment shall be made to the Order invoice on receipt of notice from the Customer that the wrong quantity of Goods was delivered.
- 4.9 The Supplier may deliver the Goods by instalments, which shall be invoiced and paid for separately. Each instalment shall constitute a separate Contract. Any delay in delivery or defect in an instalment shall not entitle the Customer to cancel any other instalment.
- 4.10 The Customer is responsible for checking and inspecting the Goods delivered and ensuring that all Goods listed on the delivery note have been delivered free from any damage caused in transit. Unless the Customer notifies the Supplier within 3 days of the date of delivery of Goods of any Goods which it claims are missing and/or have been damaged during transit, the Supplier shall have no liability to the Customer on any account whatsoever in respect of any missing and/or damaged Goods.
- 4.11 Subject to clause 5.2.3, the Customer shall not be entitled to return any Goods to the Supplier (for example in circumstances where the Customer has ordered in excess of its actual requirements) unless agreed in writing with the Supplier and subject to such terms and conditions as to the return of such Goods as the Supplier shall stipulate in its sole discretion from time to time.
- 4.12 The Supplier will not accept the return of any Goods where:
- 4.12.1 Those Goods are not contained within the Supplier's standard catalogue lines at the date of the proposed return;
- 4.12.2 Such Goods are not within their original packaging;

- 4.12.3 Such Goods are damaged and/or not in a saleable condition.
- 4.13 Without limiting the Supplier's right to stipulate the terms and conditions that will apply to the return of any Goods to it by the Customer pursuant to clause 4.11 and subject to the provisions of clause 4.12, the following general provisions will apply to all Goods that the Supplier agrees in writing may be returned **(Returned Goods)**:
- 4.13.1 The Supplier will issue a return goods return note (GRN) in respect of the Returned Goods;
- 4.13.2 The Returned Goods will be returned to the Supplier at the cost and risk of the Customer;
- 4.13.3 The Customer will indemnify the Supplier in full against any damage and/or loss caused to the Returned Goods;
- 4.13.4 If the Returned Goods have not been paid for at the point of return, the Supplier shall be entitled (at the Supplier's sole discretion) to invoice the Customer a restocking charge of up to 40% of the invoice value of the Returned Goods (less any applicable VAT);
- 4.13.5 if the Returned Goods have been paid for in full at the point of return, the Supplier will (at the Supplier's sole discretion) issue a credit note to the Customer (and not for the avoidance of doubt any cash refund) of not less than 60% of the invoice value of the Returned Goods only (less any applicable VAT), such credit note to be valid for a period of 6 months from its date of issue;
- 4.13.6 Title in the Returned Goods shall (if title has already passed to the Customer pursuant to these Conditions) pass from the Customer to the Supplier upon delivery to the Supplier of the Returned Goods;
- 4.13.7 The Returned Goods must be returned undamaged in their original packaging.
- 4.14 The Supplier reserves the right in its sole discretion to reject any Returned Goods and require the Customer to arrange for collection of the same (at the Customer's cost). If the Customer fails to collect the same within 28 days of the Supplier's request, the Customer will remain liable to pay the full cost of such Returned Goods and the Supplier shall be entitled to resell such Returned Goods without further recourse or compensation payable of whatever nature to the Customer.
- 5. Quality**
- 5.1 The Supplier warrants that on delivery, the Goods shall:
- 5.1.1 Conform in all material respects with their description and any applicable Specification;
- 5.1.2 be free from material defects in design, material and workmanship;
- 5.1.3 be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and
- 5.1.4 be fit for any purpose held out by the Supplier.
- 5.2 Subject to clause 5.3, if:
- 5.2.1 the Customer gives notice in writing to the Supplier during the warranty period and within 5 Business Days 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 place of business of the Supplier at the cost of the Customer,
- 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 failure of the Goods to comply with the warranty set out in clause 5.1 in any of the following events:
- 5.3.1 the Customer makes any further use of such Goods after giving notice in accordance with clause 5.2; or
- 5.3.2 the defect arises because the Customer failed to follow the oral or written instructions of the Supplier as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same; or
- 5.3.3 the defect arises as a result of the Supplier following any drawing, design or Specification supplied by the Customer; or
- 5.3.4 the Customer alters or repairs such Goods without the written consent of the Supplier; or
- 5.3.5 the defect arises as a result of fair wear and tear, willful damage, negligence, or abnormal storage or working conditions; or
- 5.3.6 the Goods differ from their description 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 failure of the Goods to comply with the warranty set out in clause 5.1.
- 5.5 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.
- 5.6 These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.
- 6. Title and risk**
- 6.1 The risk in the Goods shall pass to the Customer on completion of delivery.
- 6.2 Title to the Goods shall not pass to the Customer until the earlier of:
- 6.2.1 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 which case title to the Goods shall pass at the time of payment of all such sums; and
- 6.2.2 The Customer resells the Goods, in which case title to the Goods shall pass to the Customer at the time specified in clause 6.4.

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- 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 property of the Supplier;
- 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 from the date of delivery;
- 6.3.4 notify the Supplier immediately if it becomes subject to any of the events listed in clause 8.2; and
- 6.3.5 give the Supplier such information relating to the Goods as the Supplier may require from time to time.
- 6.4 Subject to clause 6.5, 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:
- 6.4.1 it does so as principal and not as the agent of the Supplier; and
- 6.4.2 title to the Goods shall pass from the Supplier to the Customer immediately before the time at which resale by the Customer occurs.
- 6.5 If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 8.2 then, without limiting any other right or remedy the Supplier may have:
- 6.5.1 the right to resell the Goods by the Customer or use them in the ordinary course of its business ceases immediately; and
- 6.5.2 the Supplier may at any time:
- (a) require the Customer to deliver up all Goods in its possession which have not been resold, or irrevocably incorporated into another product; and
- (b) if the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.
- 7. Price and payment**
- 7.1 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 the published price list of the Supplier in force as at the date of delivery.
- 7.2 The Supplier may, by giving notice to the Customer at any time up to 5 Business Days before delivery, increase the price of the Goods to reflect any increase in the cost of the Goods that is due to:
- 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
- 7.2.2 any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or
- 7.2.3 any delay caused by any instructions of the Customer or failure of the Customer to give the Supplier adequate or accurate information or instructions.
- 7.3 The price of the Goods is exclusive of the costs and charges of packaging, insurance and transport of the Goods, which shall be invoiced to the Customer.
- 7.4 The price of the Goods is exclusive of amounts in respect of value added tax ("VAT"). 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 Goods.
- 7.5 Subject to clause 7.7, the Supplier may invoice the Customer for the Goods on or at any time after despatch from the Supplier.
- 7.6 Subject to clause 7.7, the Customer shall pay the invoice in full and in cleared funds within 45 days of the date of the invoice unless otherwise agreed in writing with the Supplier. Payment shall be made to the bank account nominated in writing by the Supplier. Time of payment is of the essence.
- 7.7 The Supplier reserves the right to require the Customer to pay the Supplier in cleared funds the full or a percentage value of the Goods ordered (or to provide the Supplier with an irrevocable letter of credit in a form acceptable to the Supplier) before the Supplier despatches and delivers the relevant Goods to the Customer.
- 7.8 If the Customer fails to make any payment due to the Supplier under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 4% per annum above the base rate of Lloyds Bank PLC 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.
- 7.9 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). The Supplier 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 the Supplier to the Customer.
- 8. Termination and suspension**
- 8.1 If the Customer becomes subject to any of the events listed in clause 8.2, the Supplier may terminate the Contract with immediate effect by giving written notice to the Customer.
- 8.2 For the purposes of clause 8.1, the relevant events are:
- 8.2.1 the Customer suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case,

- within the meaning of section 268 of the Insolvency Act 1986, or (being a partnership) has any partner to whom any of the foregoing apply;
- 8.2.2 the Customer commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (where the Customer is a company) where these events take place for the sole purpose of a scheme for a solvent amalgamation of the Customer with one or more other companies or the solvent reconstruction of the Customer;
- 8.2.3 (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Customer, other than for the sole purpose of a scheme for a solvent amalgamation of the Customer with one or more other companies or the solvent reconstruction of the Customer;;
- 8.2.4 (being an individual) the Customer is the subject of a bankruptcy petition or order;
- 8.2.5 a creditor or encumbrance of the Customer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days;
- 8.2.6 (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Customer;
- 8.2.7 (being a company) the holder of a qualifying charge over the assets of the Customer has become entitled to appoint or has appointed an administrative receiver;
- 8.2.8 a person becomes entitled to appoint a receiver over the assets of the Customer or a receiver is appointed over the assets of the Customer;
- 8.2.9 any event occurs, or proceeding is taken, with respect to the Customer in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 8.2.1 to clause 8.2.8 (inclusive);
- 8.2.10 the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business;
- 8.2.11 the financial position of the Customer deteriorates to such an extent that in the opinion of the Supplier the capability of the Customer to adequately fulfil its obligations under the Contract has been placed in jeopardy; and
- 8.2.12 (being an individual) the Customer dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.
- 8.3 Without limiting its other rights or remedies, the Supplier may suspend provision of the Goods under the Contract or any other contract between the Customer and the Supplier if the Customer becomes subject to any of the events listed in clause 8.2.1 to clause 8.2.9, or the Supplier 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.
- 8.4 On termination of the Contract for any reason the Customer shall immediately pay to the Supplier all of the outstanding unpaid invoices and interest of the Supplier.
- 8.5 Termination of the Contract, however arising, shall not affect any of the parties' rights, remedies, obligations and liabilities that have accrued as at termination.
- 8.6 Clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect.
- 9. Limitation of liability**
- 9.1 Nothing in these Conditions shall limit or exclude the liability of the Supplier for:
- 9.1.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable); or
- 9.1.2 fraud or fraudulent misrepresentation; or
- 9.1.3 breach of the terms implied by section 12 of the Sale of Goods Act 1979; or
- 9.1.4 defective products under the Consumer Protection Act 1987; or
- 9.1.5 any matter in respect of which it would be unlawful for the Supplier to exclude or restrict liability.
- 9.2 Subject to clause 9.1:
- 9.2.1 the Supplier shall under no circumstances whatever 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
- 9.2.2 the total liability of the Supplier 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.
- 10. Force majeure**
- Neither party shall be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event. A Force Majeure Event means any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom,

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explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors.

### 11. General

#### 11.1 Assignment and other dealings.

11.1.1 The Supplier 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.

11.1.2 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 the Supplier.

#### 11.2 Notices.

11.2.1 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, fax or e-mail.

11.2.2 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 11.2.1; 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 fax or e-mail, one Business Day after transmission.

11.2.3 The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

#### 11.3 Severance.

11.3.1 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.

11.3.2 If one party gives notice to the other of the possibility that any provision or part-provision of this Contract is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

11.4 **Waiver.** A waiver of any right or remedy under the Contract or law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. 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.

11.5 **Third party rights.** A person who is not a party to the Contract shall not have any rights to enforce its terms.

11.6 **Variation.** Except as set out in these Conditions, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is in writing and signed by the Supplier.

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

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

### 12. Bespoke Products (Specials)

12.1 Patents, design rights or intellectual property rights remain with the Hill Brush Company Limited (unless already granted to the specified customer) and any infringements of these will be held to be the sole responsibility of the customer.

12.2 For all bespoke products, we offer a 30 minute free consultation call, during which you can discuss your requirements with an experienced member of our Product Development team.

12.3 Once your requirements are understood, an estimate of the costs involved in taking the bespoke product through to sample stage will be drafted and sent to you.

12.4 Should you wish to proceed to sample stage, we will raise an invoice for 15% of the estimated costs which should be paid up front before any work is undertaken.

12.5 Following confirmation of instruction to proceed to sample stage, there will be a cancellation period of 14 days, at the end of which the initial fee will become due for payment. Work will only commence on receipt of the initial fee and the case will be closed if the fee remains unpaid after 30 days of the invoice being raised.

12.6 There will usually be a 12 week lead time for samples to be produced once the initial fee has been paid, however if it is identified that this is not possible during the initial research, this will be communicated to you in writing by Product Development team.

12.7 Additional work required after the sample stage may be charged for and this will be discussed with you before any such work commences.

12.8 Should the work undertaken result in an order being placed for the bespoke products, this initial fee will be credited against your first order.

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- 12.9 We will stipulate a Minimum Order Quantity for all bespoke product orders and will not accept any orders for less than this.
- 12.10 Any alteration to the quantities stated in the quotation may require a revised quotation.
- 12.11 When removable bar coded labels are used, no responsibility will be taken should any of these labels subsequently be removed or exchanged.
- 12.12 Deliveries will be made in accordance with our transport schedule. Special delivery requirements may incur extra charges.
- 12.13 Unless otherwise stated, any carriage included in the quotation is for mainland UK destinations only.
- 12.14 Any samples supplied are of normal production quality and any higher quality levels may incur extra charges.