

FESTIVAL GLASS; TERMS & CONDITIONS OF TRADING 2016

1. PRICE

- 1.1 VAT will be charged at the rate applying at the time of delivery.
- 1.2 Our quotations lapse after 30 days (unless otherwise stated).
- 1.3 The price quoted excludes delivery (unless otherwise stated).
- 1.4 The price quoted is an illustrative estimate only, and the price charged will be our price current at the time of delivery (unless otherwise stated).
- 1.5 Rates of tax and duties on the goods will be those applying at the time of delivery.
- 1.6 At any time before delivery we may adjust the price to reflect any increase in our costs of supplying the goods.
- 1.7 We may charge you at our current rates for any additional or experimental work which you ask us to do.

2. DELIVERY

- 2.1 All times quoted for delivery or processing are estimates only.
- 2.2 If we fail to deliver or process the goods within a reasonable time you may cancel the order (by informing us in writing), however:
 - 2.2.1 You may not cancel if we receive your notice after the goods have been dispatched or after we have begun processing the goods; and
 - 2.2.2 If you cancel the order you have no further claim against us under that order.
- 2.3 If you accept delivery of the goods after the estimated delivery time, it will be on the basis that you have no claim against us for delay (including indirect or consequential loss or increase in the price of goods).
- 2.4 We may deliver or process the goods in instalments.

3. DELIVERY AND SAFETY

- 3.1 We may decline to deliver if:
 - 3.1.1 We believe it would be unsafe, unlawful or unreasonably difficult to do so; or
 - 3.1.2 The premises (or the access) are unsuitable for our vehicle.

4. RISK, SHORTAGES, DAMAGE AND BREAKAGES

- 4.1 The goods are at your risk from the time of delivery.
- 4.2 Delivery takes place either:
 - 4.2.1 At our premises (if you are collecting them or arranging carriage); or
 - 4.2.2 At your premises (if we are arranging carriage).
- 4.3 Where we process your goods, they will remain your property at all times, but we will hold them at our risk from the time we collect them or receive them at our premises to the time you receive them.
- 4.4 You must inspect the goods on delivery. If any goods are deemed to be damaged, short (or any other discrepancy), you must notify us within 5 working days of delivery (or the expected delivery time). You must give us (and any carrier) a fair chance to inspect the damaged goods or alternatively provided photographic evidence of damaged goods.
- 4.5 No withholding of payment in respect of any invoice query is permitted. All invoiced must be paid in full and where appropriate retrospective credits will be issued on completion of an investigation of the discrepancy.
- 4.6 Where breakages are identified no withholding of payment is permitted. In respect of individual items that are broken and are part of a carton, replacement products will be delivered with your next order. If the claim is for a full carton then a credit will be issued for the carton and an order raised for a chargeable replacement carton, which will be delivered with your next order.

5. PAYMENT TERMS

- 5.1 You are to pay us on a pro forma basis unless you have credit terms agreed with Festival Glass Ltd.
- 5.2 If you have an approved credit account, payment is due no later than 30 days after the date of our invoice unless otherwise agreed in writing.
- 5.3 If you fail to pay us in full on the due date:
 - 5.3.1 We may suspend or cancel future deliveries;
 - 5.3.2 We may cancel any discount offered to you;
 - 5.3.3 You may pay us interest at the rate set under section 6 of the Late Payment Of Commercial Debts (interest) Act 1998
 - 5.3.3.1 Calculated (on a daily basis) from the date of our invoice until payment;
 - 5.3.3.2 Compounded on the first day of each month; and
 - 5.3.3.3 Before and after any judgement (unless a court orders otherwise);
 - 5.3.4 We may claim fixed sum compensation from you under section 5a of the Act to cover our credit control overhead costs; and
 - 5.3.5 We may recover (under clause 5.7) the cost of taking legal action to make you pay.

- 5.4 If you have an approved credit account, we may withdraw it or reduce your credit limit or bring forward your due date of payment. We may do any of those at any time without notice.
- 5.5 You do not have the right to set off any money you may claim from us against anything you may owe us.
- 5.6 While you owe money to us, we have a lien on any of your property in our possession.
- 5.7 You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these terms.

6. TITLE

- 6.1 Until you pay all debts you may owe us;
 - 6.1.1 All goods supplied by us remain our property;
 - 6.1.2 You must store them so that they are clearly identifiable as our property;
 - 6.1.3 You must insure them (against the risks for which prudent owner would insure them) and hold the policy on trust for us;
 - 6.1.4 You may use those goods and sell them in the ordinary course of your business, but not if:
 - 6.1.4.1 We revoke that right (by informing you in writing); or
 - 6.1.4.2 You become insolvent.
- 6.2 You must inform us (in writing) immediately if you become insolvent.
- 6.3 If your right to use and sell the goods ends you must allow us to remove the goods.
- 6.4 No liquidator, receiver, administrator or administrative receiver of you shall have authority to sell goods to which we have title without prior written consent from us.
- 6.5 We have your permission to enter any premises where the goods may be stored:
 - 6.5.1 At any time, to inspect them; and
 - 6.5.2 After your right to use and sell them has ended, to remove them, using reasonable force if necessary.
- 6.6 Despite our retention of title to the goods, we have the right to take legal proceedings to recover the price of goods supplied should you not pay us by the due date.
- 6.7 You are not our agent. You have no authority to make any contract on our behalf or in our name.

7. WARRANTIES

- 7.1 We warrant that the goods and any process we may carry out will:
 - 7.1.1 Comply with the description on our acknowledgment of order form; and
 - 7.1.2 Be free from material defect at the time of delivery (as long as you comply with clause 7.3).
- 7.2 We give no other warranty (and exclude, term or condition that would otherwise be implied) as to the quality of the goods or their fitness for any purpose or the quality of the process or the fitness for any purpose of any finish, materials or processed goods.
- 7.3 If you believe that we have delivered goods or carried out a process defective in materials or workmanship, you must:
 - 7.3.1 Inform us (in writing), with full details, as soon as possible; and
 - 7.3.2 Allow us to investigate (we may need access to your premises and product samples).
- 7.4 If the goods are found to be defective in material or workmanship (following our investigations, and you have complied with those conditions (in clause 7.3) in full, we will (at our option) replace the goods or refund the price.
- 7.5 We are not liable for any other loss or damage (including indirect or consequential loss, financial loss, loss of profits or loss of use) arising from the contract or the supply of goods or their use, even if we are negligent.
- 7.6 Our total liability to you (from on single cause) for damage to property caused by our negligence is limited to £5,000,000.
- 7.7 For all other liabilities not referred to elsewhere in these terms our liability is limited in damages to the price of the goods.
- 7.8 Nothing in these terms restricts or limits our liability for death or personal injury resulting from negligence.
- 7.9 Products are supplied to the following AQL (acceptable quality level) standards:

Critical Faults	0.065%
Major Faults	1.5%
Minor Faults	4%

8. SPECIFICATION

- 8.1 If we prepare the goods in accordance with your specifications or instructions or using your materials you must ensure that:
 - 8.1.1 The specifications, instructions, or materials are supplied to us within a reasonable time;
 - 8.1.2 The specifications or instructions are accurate;
 - 8.1.3 The materials are of good quality and suitable for other use;

- 8.1.4 The goods prepared in accordance with those specifications or instructions or using those materials will be fit for the purpose for which you intend to use them; and
- 8.1.5 Your specifications or instructions will not result in the infringement of any rights of any third party or in the commission of a criminal offence.
- 8.2 We reserve the right to make any changes in the specifications of our goods which are necessary to ensure they conform to any applicable safety or other statutory requirements.
- 8.3 We also reserve the right to make without notice any minor modifications in our specifications we think necessary or desirable.
- 8.4 Due to the nature of the techniques used to process the goods we cannot guarantee uniformity of goods and variations in colour, shape and design may occur.

9. RETURN OF GOODS

- 9.1 We will accept the return of goods from you only:
- 9.1.1 By prior arrangement (confirmed in writing);
- 9.1.2 On payment of an agreed handling charge (unless the goods were defective when delivered); and
- 9.1.3 Where the goods are as fit for sale on their return as they were on delivery.
- 9.1.4 All returns are subject to a 17.5% restock fee or £15, whichever is greater
- 9.1.5 All returns are to be made at your cost

10. EXPORT TERMS

- 10.1 Where the goods are supplied by us to you by way of export from the United Kingdom Clause 10 of these terms applies (except to the extent that it is inconsistent with any written agreement between us).
- 10.2 The 'Incoterms' of the International Chamber of Commerce which are in force at the time when the contract is made apply to exports, but these terms prevail to the extent that there is an inconsistency.
- 10.3 Unless otherwise agreed, the goods are supplied ex works our place of manufacture.
- 10.4 Where the goods are to be sent by us to you by a route including sea transport we are under no obligation to give a notice under section 32(3) of the Sale of Goods Act 1979.
- 10.5 You are responsible for arranging testing and inspection of the goods at our premises before shipment (unless otherwise agreed). We are not liable for any defect in the goods which would be apparent on inspection unless a claim is made before shipment. We are not liable for any damage during transit.
- 10.6 We are not liable for death or personal injury arising from the use of the goods delivered in the territory of another State (within the meaning of Section 26 (3) (b) Unfair Contract Terms Act 1977).

11. CANCELLATION

- 11.1 If the order is cancelled (for any reason) you are then to pay us for all stock (finished or unfinished) that we may then hold (or to which we are committed) for the order.
- 11.2 We may suspend or cancel the order, by written notice if:
- 11.3 You fail to pay us any money when due (under the order or otherwise);
- 11.4 You become insolvent
- 11.5 You fail to honour your obligations under these terms.
- 11.6 You may not cancel the order unless we agree in writing (and clauses 2.2.2 and 11.1 then apply).

12. WAIVER AND VARIATIONS

- 12.1 Any waiver or variation of these terms is binding in honour only unless:
- 12.2 Made (or recorded) in writing;
- 12.3 Signed on behalf of each party; and
- 12.4 Expressly stating an intention to vary these terms.
- 12.5 All orders that you place with us will be on these terms (or any that we may issue to replace them). By placing an order with us, you are expressly waiving any printed terms you may have to the extent that they are inconsistent with our terms.

13. FORCE MAJEURE

- 13.1 If we are unable to perform our obligations to you (or able to perform them only at unreasonable cost) because of circumstances beyond our control, we may cancel or suspend any of our obligations to you, without liability.
- 13.2 Examples of those circumstances include act of God, accident, explosion, war, terrorism, fire, flood, transport delays, strikes and other industrial disputes and difficulty in obtaining supplies.

14. GENERAL

- 14.1 English law is applicable to any contract made under these terms. The English and Welsh courts have non-exclusive jurisdiction.
- 14.2 If you are more than one person, each of you has joint and several obligations under these terms.

14.3 If any of these terms are unenforceable as drafted:

- 14.3.1 It will not affect the enforceability of any other of these terms; and
- 14.3.2 If it would be enforceable if amended, it will be treated as so amended.
- 14.4 We may treat you as insolvent if:
- 14.4.1 You are unable to pay your debts as they fall due; or
- 14.4.2 You (or any item of your property) become the subject of:
- 14.4.2.1 Any formal insolvency procedure (examples of which include receivership, liquidation, administration, voluntary arrangements (including a moratorium) or bankruptcy);
- 14.4.2.2 Any application or proposal for any formal insolvency procedure; or
- 14.4.2.3 Any application, procedure or proposal overseas with similar effect or purpose.
- 14.5 All brochures, catalogues and other promotional materials are to be treated as illustrative only. Their contents form no part of any contract between us and you should not rely on them in entering into any contract with us.
- 14.6 Any notice by either of us which is to be served under these terms may be served by leaving it at or by delivering it to (by first class post or by fax) the other's registered office or principal place of business. All such notices must be signed.
- 14.7 No contract will create any right enforceable (by virtue of the Contracts (Rights of Third Parties) Act 1999) by someone not identified as the buyer or seller.
- 14.8 The only statements upon which you may rely in making the contract with us, are those made in writing by someone who is our authorised representative and either:
- 14.8.1 Contained in our estimate (or any covering letter) and not withdrawn before the contract is made; or
- 14.8.2 Which expressly state that you may rely on them when entering into the contract.
- 14.9 Nothing in these terms affects or limits our liability for fraudulent misrepresentation.