

# TERMS AND CONDITIONS

## For the sale of goods to businesses

### 1. Interpretation

1.1 **Definitions.** In these Conditions the following words shall have the following meanings:

1.1.1 **"Account Customer"** a Customer which the Company has entered into an agreement for a 14-day account at the time of placing the respective Order;

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

1.1.3 **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to NIXSA LTD t/a Lumaform

1.1.4 **"Conditions"** the terms and conditions set out in this document as amended from time to time in accordance with clause 11.9;

1.1.5 **"Contract"** the contract between the Company and the Customer for the sale and purchase of Goods in accordance with these conditions;

1.1.6 **"Customer"** the person or firm who purchases the Goods from the Company;

1.1.7 **"Force Majeure Event"** has the meaning given in clause 11;

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

1.1.9 **"Instructions"** means the instructions relating to the Goods, storage of the Goods and/or use of the Goods notified to the Customer by the Company from time to time;

1.1.10 **"Order"** the Customer's order for the Goods, as set out in the Customer's purchase order form, the Customer's acceptance of the Company's quotation, or overleaf, as the case may be;

- 1.1.11 "**Specification**" any specification for the Goods, including any related plans and drawings, that is agreed in writing by the Customer and the Company
- 1.1.12 "**Website**" refers to Lumaform's website, accessible from <https://www.lumaform.co.uk>
- 1.2 The headings in these Terms and Conditions are for convenience only and will not affect their interpretation.
- 1.3 Words imparting the singular number include the plural and vice-versa.
- 1.4 **Construction.** In these Conditions, the following rules apply:
- 1.4.1 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.4.2 A reference to a party includes its personal representatives, successors or permitted assigns
- 1.4.3 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.
- 1.4.4 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.
- 1.4.5 A reference to **writing** or **written** includes faxes, e-mails, text messages, instant messaging platforms and social media messaging.

## 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 the Company 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 or representation made or given by or on behalf of the Company which is not set out in the Contract.
- 2.5 Any samples, drawings, descriptive matter, or advertising produced by the Company and any descriptions or illustrations contained in the Company's catalogues, brochures, or on its Website or social media 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 Company shall not constitute an offer. A quotation shall only be valid for a period of 30 days from its date of issue.

### **3. Goods**

- 3.1 The Goods are described in the Company's catalogue or Website as modified by any applicable Specification.
- 3.2 The Company reserves the right to amend the Specification and our catalogue and Website, including in circumstances where required by any applicable statutory or regulatory requirements.

### **4. Delivery**

- 4.1 The Company shall ensure that:
  - 4.1.1 each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all relevant Customer and the Company reference numbers, the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and

- 4.1.2 if the Company requires the Customer to return any packaging materials to the Company, 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 Company shall reasonably request. Returns of packaging materials shall be at the Company's expense.
- 4.2 The Company shall:
- 4.2.1 deliver the Goods to the location set out in the Order or such other third-party business location as the parties may agree; or
- 4.2.2 the Customer shall collect the Goods from the Company's premises at Marlborough Road, Salisbury, Wiltshire, SP1 3TH or such other location as may be advised by the Company prior to delivery, as set out in the Order and each a ("**Delivery Location**") as applicable. For the avoidance of doubt, the Company cannot allow collections of Goods from third parties except for third party couriers approved by the Company in advance
- 4.3 Where the Company delivers the Goods pursuant to clause 4.2.1 above, such delivery shall take place at any time after the Company notifies the Customer that the Goods are ready, or in the absence of such notification, as reasonably practicable.
- 4.4 Where the Customer collects the Goods pursuant to clause 4.2.2 above, the Customer shall collect the Goods within 3 Business Days of the Company notifying the Customer that the Goods are ready.
- 4.5 Delivery of the Goods shall be completed on the Goods' arrival at, or collection from, the Delivery Location.
- 4.6 Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence. The Company shall not be liable for any delay in delivery of the Goods that is caused by a Force Majeure Event or the Customer's failure to provide the Company with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 4.7 If the Company fails to deliver the Goods to the Customer, its liability shall be limited to the costs and expenses incurred by the Customer in obtaining replacement goods of similar description and quality in the cheapest market available, less the price of the Goods. The Company shall have no liability for any failure to deliver the Goods to the extent that such failure is caused by a Force Majeure Event or the Customer's failure to provide the Company

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

- 4.8 If the Customer fails to accept delivery of, or collect, the Goods within 3 Business Days of the Company notifying the Customer that the Goods are ready, then, except where such failure or delay is caused by a Force Majeure Event or the Company's failure to comply with its obligations under the Contract:
- 4.8.1 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 the Company notified the Customer that the Goods were ready; and
- 4.8.2 the Company shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).
- 4.9 If 10 Business Days after the day on which the Company notified the Customer that the Goods were ready for delivery the Customer has not accepted delivery of them, the Company may resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage and selling costs, account to the Customer for any excess over the price of the Goods or charge the Customer for any shortfall below the price of the Goods.
- 4.10 The Company 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.
- 4.11 Upon delivery, the Customer, or any third party receiving the Goods on behalf of the Customer, must check the quantity and condition of Goods received and sign for receipt as applicable. If the incorrect quantity has been provided or the Goods are damaged this must be notified on the delivery note and the Customer, or any third party receiving the Goods on behalf of the Customer, must not confirm that the Goods have been received in good condition or make any other similar statement.

## **5. Quality**

- 5.1 The Company shall use reasonable endeavours to pass the benefit of any warranty supplied by the respective Goods' manufacturers to the Customer. The Customer is obliged to check the relevant

warranty periods prior to placing any Order, such warranty periods are set out on the Website.

5.2 Subject to clauses 5.1 and 5.3, if:

5.2.1 the Customer gives notice to the Company by telephone and obtains a return reference number during the warranty period and within 7 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 Company is given a reasonable opportunity of examining such Goods;

5.2.3 the Customer returns such Goods to the Company's place of business at the Customer's cost, including all original packaging, Instructions and leads; and

5.2.4 the Customer provides proof of purchase of the Goods showing the invoice number and date of Order, the Company shall, at its option, repair or replace the defective Goods, or refund the price of the defective Goods in full.

5.3 The Company shall not have any liability under clause 5.2 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;

5.3.2 the defect arises because the Customer failed to follow the Company'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;

5.3.3 the Customer purports that the defect arose during delivery but signs for the delivery specifying that the Goods were received in good condition or any other statement is made to the Company or its delivery supplier confirming safe and satisfactory receipt;

5.3.4 the Customer alters or repairs such Goods without the written consent of the Company;

5.3.5 the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions;  
or

- 5.3.6 the Goods differ from their description or the Specification as a result of changes made to ensure they comply with applicable statutory or regulatory requirements.
- 5.4 Where the Company decides to replace any defective Goods pursuant to clause 5.2 above, the Company shall only provide such replacement where it has received the purportedly defective Goods in accordance with clause 5.2.3 above, unless the Customer is an Account Customer. Where the Customer is an Account Customer, the Company may, in its discretion and without prejudice to clause 5.2.3 above, provide replacement Goods prior to receipt of the purportedly defective Goods. Where replacement Goods have been delivered to the Customer prior to receipt of the purportedly defective Goods, the Company shall invoice the Customer for the replacement Goods, such invoice to be credited upon the Company's receipt of the purportedly defective Goods in original undamaged packaging. For the avoidance of doubt, the Company shall in no circumstance be liable for any loss or damage caused as a result of the Company's procuring of any warranty supplied by a third party, including without limitation, the warranty referred to in clause 5.2.
- 5.5 Except as provided in this clause 5, the Company shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 5.1.
- 5.6 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.
- 5.7 These Conditions shall apply to any repaired or replacement Goods supplied by the Company.

## **6. Title and risk**

- 6.1 The risk in the Goods shall pass to the Customer on completion of delivery, or collection of the Goods, as applicable.
- 6.2 Title to the Goods shall not pass to the Customer until the Company has received payment in full (in cash or cleared funds) for:
- 6.2.1 the Goods; and
- 6.2.2 any other goods or services that the Company has supplied to the Customer.

6.3 Until title to the Goods has passed to the Customer, the Customer shall:

6.3.1 hold the Goods on a fiduciary basis as the Company's bailee;

6.3.2 store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the Company's property;

6.3.3 not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;

6.3.4 maintain the Goods in satisfactory condition and keep them insured against all risks for their full price from the date of delivery;

6.3.5 notify the Company immediately if it becomes subject to any of the events listed in clause 8.2;

6.3.6 and give the Company such information relating to the Goods as the Company may require from time to time,

but the Customer may resell or use the Goods in the ordinary course of its business, provided that the Customer shall hold the entire proceeds of any such sale as trustee for the Company and shall pay such proceeds into a separate bank account opened for the purpose and approved by the Company and shall ensure that under no circumstances are such proceeds mingled with other money or paid into any other bank account but at all times are identifiable as the Company's money and that such account is at no time permitted to become over-drawn. The Customer hereby indemnifies the Company for all losses, costs, expenses or liabilities whatsoever incurred by the Company as a result of the sale of the goods or any part thereof by the buyer pursuant to this clause 6.3

6.4 If the Customer has not received the proceeds of any sale of assets of the Company to any third party as envisaged by clause 6.3, it will if called upon to do so by the Company, assign to the Company within 7 days all rights against the person or persons by whom the proceeds are owed and shall take all reasonable steps required and shall execute any documents reasonably necessary to effect this.

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, or the Company reasonably believes that any such event is about to happen and notifies the Customer accordingly, then, provided that



the Goods have not been resold, or irrevocably incorporated into another product, and without limiting any other right or remedy the Company may have, the Company may at any time require the Customer to deliver up the Goods and, if the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.

## **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 Company's published price list in force as at the date of delivery.
- 7.2 The Company 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:
  - 7.2.1 any factor beyond the Company's control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);
  - 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 Company 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 Where any discount is offered to the Customer by reason of the Customer agreeing to settle an invoice by a particular date, such discount shall only be applicable where such invoice is satisfied on or before the agreed remittance date.
- 7.5 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 Company, pay to the Company such additional amounts in respect of VAT as are chargeable on the supply of the Goods.
- 7.6 The Company may invoice the Customer for the Goods before, on or at any time after the completion of delivery, or collection of the Goods, as applicable.

- 7.7 The Customer shall pay the invoice in full and in cleared funds in advance unless a credit account has been approved. Payment shall be made to the bank account nominated in writing by the Company. Time of payment is of the essence.
- 7.8 If the Customer fails to make any payment due to the Company under the Contract by the due date for payment ("**due date**"), then the Customer shall pay interest on the overdue amount at the rate of 5% per annum above the Bank of England base rate from time to time and a compensation payment of £40 per invoice up to £999.99, £70 for invoices from £1,000.00-£9,999.99 and £100 for invoices over £10,000.00 as laid down in the Late Payment of Commercial Debts (Interest) Act 1998. Such interest shall accrue on a daily basis from the due date until the date of 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 deduction or withholding except as required by law and the Customer shall not be entitled to assert any credit, set-off or counterclaim against the Company in order to justify withholding payment of any such amount in whole or in part. The Company 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 Company to the Customer.

## **8. Customer's insolvency or incapacity**

- 8.1 If the Customer becomes subject to any of the events listed in clause 8.2, or the company reasonably believes that the Customer is about to become subject to any of them and notifies the Customer accordingly, then, without limiting any other right or remedy available to the Company, the Company may cancel or suspend all further deliveries under the Contract or under any other contract between the Customer and the Company without incurring any liability to the Customer, and all outstanding sums in respect of Goods delivered to the Customer shall become immediately due.
- 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) 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 encumbrancer 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) a floating charge holder over the Customer's assets has become entitled to appoint or has appointed an administrative receiver;
- 8.2.8 person becomes entitled to appoint a receiver over the Customer's assets or a receiver is appointed over the Customer's assets;
- 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 8.8.8 (inclusive);

- 8.2.10 the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or substantially the whole of its business;
  - 8.2.11 the Customer's financial position deteriorates to such an extent that in the Company's opinion the Customer's capability 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 Termination of the Contract, however arising, shall not affect any of the parties' rights and remedies that have accrued as at termination. 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 Company's liability for:
- 9.1.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
  - 9.1.2 fraud or fraudulent misrepresentation;
  - 9.1.3 breach of the terms implied by section 12 of the Sale of Goods Act 1979; or
  - 9.1.4 any matter in respect of which it would be unlawful for the Company to exclude or restrict liability.
- 9.2 Subject to clause 9.1:
- 9.2.1 the Company 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 Company'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 the price of the Goods.

## **10. Warranty & Returns**

- 10.1 The Seller warrants that it has good title to or licence to supply all Goods to the Buyer.
- 10.2 If any Goods should prove defective in materials or workmanship under normal operation or service, such Goods will be repaired or replaced only in accordance with the warranty cover or terms stipulated by the manufacturer of the Goods PROVIDED THAT no unauthorised modifications to the Product or to the system of which the Goods forms part have taken place. The Seller is not responsible for the cost of labour or other expenses incurred in the repairing or replacing of defective or nonconforming parts and in no circumstances shall the Seller be liable, in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever, and whatever the cause thereof, (i) for any loss of profit, business, contracts, revenue, or anticipated savings, or (ii) for any special indirect or consequential damage of any nature whatsoever.
- 10.3 The Seller's sole obligation in the event of "Dead on Arrival" or "Defective on Arrival" ("DOA") Goods (which for the avoidance of doubt shall not include DAMAGED IN TRANSIT Goods) and which can be attributed to the original manufacturers of the Goods and which have been purchased from the Seller shall be to pass on to the Buyer (in so far as possible) the benefit of any rights or remedies afforded it by the Manufacturer (or those of their Third Party Representatives or Service Agents) to exchange the faulty Goods for new within the DOA periods (if any) by the relevant manufacturers.
  - 10.3.1 Where the Seller has been authorised by the manufacturer to replace faulty Goods within the DOA period the Buyer must obtain a Returns Authorisation Number (RAN) from the Seller.
  - 10.3.2 Where the Buyer or End User is required to contact the manufacturer (or their Third-Party Representatives or Service Agents) directly, the Buyer agrees to follow such instructions in order to progress or resolve the issue. Where the Buyer or End User is issued an authorisation or reference number for the purposes of passing such onto the Seller in order to progress the return, the Buyer understands and agrees that this is no guarantee to a credit note

- 10.4 Prior authorisation having been obtained as set out in clause 10.3, 10.3.1 and 10.3.2 the Seller shall:
- 10.4.1 raise an invoice on the Buyer's account for the same Goods (if requested by the Buyer to do so) at the same price the Buyer was originally invoiced at; and
  - 10.4.2 dispatch the replacement Goods at the Seller's expense to the original delivery address; and
  - 10.4.3 collect the faulty Goods at the Seller's expense from the original delivery address.
- 10.5 It is the responsibility of the Buyer or End User to ensure that the Goods are
- 10.5.1 properly packed in the original, undefaced manufacturers packaging, protected and suitable for transportation; and
  - 10.5.2 returned with all standard manufacturer accessories (including literature, whether paper or electronic.)
  - 10.5.3 the Seller accepts no liability whatsoever for any goods not authorised for return and which may be returned in error by the Buyer or End User.
- 10.6 The Seller reserves the right to test all Goods returned to it under warranty as set out in clause 10.3, 10.3.1 and 10.3.2 and it is agreed between both parties that:
- 10.6.1 On receipt of the expected Goods and where a genuine fault exists, the Seller shall, in the event that such price shall already have been paid by the Buyer to the Seller, or, if such price has not been paid, relieve the Buyer of all obligation to pay the sum by issuance of a credit note in favour of the Buyer in the amount of such price within twenty-eight (28) days of receipt of the expected Goods, or earlier at its absolute discretion. The Buyer shall not offset or withhold payment (full or in part) of any monies owed to the Seller.
  - 10.6.2 Goods tested and deemed to be "No Fault Found" (NFF) will be rejected. No credit note shall be issued and the Buyer shall (at their sole expense and risk) have fourteen (14) days to arrange collection from the Seller's premises
  - 10.6.3 Goods not collected after fourteen days shall be disposed of in accordance with the Waste Electrical and Electronic Equipment

(WEEE) Regulations 2006 and any costs involved in doing so shall be passed to the Buyer.

- 10.7 Where available, the details of the Manufacturers DOA & Warranty guidelines shall be made available to the Buyer (on request) along with copies of any relevant product information sheets, technical data sheets or product leaflets issued by the Manufacturer, which may be in paper or electronic mediums
- 10.8 All software Goods are supplied "AS IS". The Sellers sole obligation in connection with the supply of software Goods is to use all reasonable endeavours to obtain and supply a corrected version from the manufacturer concerned in the event that such original software should fail to conform to product description PROVIDED ALWAYS THAT the Buyer notifies the Seller of any such non-conformity within 30 days of the date of delivery of the applicable software Product.
- 10.9 The Seller's liability under this entire clause 10 shall be to the exclusion of all other liability to the Buyer whether contractual, tortious or otherwise for defects in the Goods or for any loss or damage to or caused by the Goods, and subject to Conditions 10.2, 10.3, 10.4, all other conditions, warranties, stipulations or other statements whatsoever concerning the Goods, whether express or implied, by statute, at common law or otherwise howsoever, are hereby excluded; in particular (but without limitation of the foregoing) the Seller grants no warranties regarding the fitness for purpose, performance, use, nature or merchantable quality of the Goods, whether express or implied, by statute, at common law or otherwise howsoever.
- 10.10 Except as specifically set out in this clause 9, the Seller disclaims and excludes all other warranties, whether express or implied, by statute or otherwise, including but not limited to the warranties of description, design, satisfactory quality and fitness for a particular purpose, or arising from any previous course of dealing, usage or trade practice.
- 10.11 Goods wishing to be returned with no fault found can only be returned if a standard stock item and at the seller's discretion. There will be a restocking charge of 15%.

## **11. Force majeure**

- 11.1 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, 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.

## **12. General**

- 12.1 The Company may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract.
- 12.2 The Customer may not assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract without the prior written consent of the Company.
- 12.3 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, recorded delivery, commercial courier, fax or e-mail.
- 12.4 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 12.3; if sent by pre-paid first class post or recorded delivery, 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 by fax or e-mail, one Business Day after transmission.
- 12.5 The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.
- 12.6 If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or



unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.

- 12.7 If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 12.8 A waiver of any right or remedy under the Contract 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 preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.
- 12.9 A person who is not a party to a Contract shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract, including, for the avoidance of doubt, where the Company delivers the Goods to a third party in accordance with clause 4.2.1 above.
- 12.10 Except as set out in these Conditions, any variation to the Contract, including the introduction of any additional terms and conditions, shall only be binding when agreed in writing and signed by the Company.
- 12.11 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, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

### **13. Data protection**

- 13.1 When providing the Goods to the Buyer, the Seller may gain access to and/or acquire the ability to transfer, store or process personal data of employees of the Buyer.
- 13.2 The parties agree that where such processing of personal data takes place, the Buyer shall be 'data controller' and the Seller shall be the 'data processor' as defined in the General Data Protection

Regulation (GDPR) as may be amended, extended and/or re-enacted from time to time.

- 13.3 For the avoidance of doubt, 'Personal Data', 'Processing', 'Data Controller', 'Data Processor' and 'Data Subject' shall have the same meaning as in the GDPR.
- 13.4 The Seller shall only Process Personal Data to the extent reasonably required to enable it to provide the Goods as mentioned in these Terms and Conditions or as requested by and agreed with the Buyer, shall not retain any Personal Data longer than necessary for the Processing and refrain from Processing any Personal Data for its own or for any third party's purposes.
- 13.5 The Seller shall not disclose Personal Data to any third parties other than employees, directors, agents, subcontractors or advisors on a strict "need-to-know" basis and only under the same (or more extensive) conditions as set out in these Terms and Conditions or to the extent required by applicable legislation and/or regulations.
- 13.6 The Seller shall implement and maintain technical and organisational security measures as are required to protect Personal Data Processed by the Seller on behalf of the Buyer. Further information about the Seller's approach to data protection are specified in its Data Protection Policy, which can be on the Website. For any enquiries or complaints regarding data privacy, you can e-mail: [hello@lumaform.co.uk](mailto:hello@lumaform.co.uk)