

TERMS AND CONDITIONS OF BUSINESS

OF

HOLMES CARPETS LTD

1 DEFINITIONS

The following expressions shall have the following meanings:

- 1.1 "Supplier" means **Holmes Carpets Ltd of Unit 6, Reddish Business Centre, 123a Gorton Road, Stockport, SK5 6EE**
- 1.2 "Customer" means any person who purchases Services and/or Goods from the Supplier;
- 1.3 "Consumer" shall have the meaning ascribed in section 2 of the Consumer Rights Act 2015;
- 1.4 "Proposal" means a statement of work, quotation or other similar document describing the Services and/or the Goods;
- 1.5 "Services" means the services as described in the Proposal and include any materials required to complete the work;
- 1.6 "Goods" means any goods supplied by the Supplier to the Customer as described in the Proposal;
- 1.7 "Terms and Conditions" means the terms and conditions of supply of Services and/or Goods set out in this document and any subsequent terms and conditions agreed in writing by the Supplier;
- 1.8 "Order" means the formal acceptance by the Customer of the Proposal;
- 1.9 "Agreement" means the contract between the Supplier and the Customer for the provision of the Services and/or Goods incorporating these Terms and Conditions.

2 GENERAL

- 2.1 These Terms and Conditions shall apply to the Agreement for the supply of Services and/or Goods by the Supplier to the Customer and shall supersede any other documentation or communication between the Supplier and the Customer.
- 2.2 Any variation to these Terms and Conditions must be agreed in writing by the Supplier.
- 2.3 Nothing in these Terms and Conditions shall prejudice any condition or warranty, express or implied, or any legal remedy to which the Supplier may be entitled in relation to the Services and/or Goods, by virtue of any statute, law or regulation.
- 2.4 Nothing in these Terms and Conditions shall affect the Customer's statutory rights as a Consumer.

3 PROPOSAL

- 3.1 The Proposal for Services and/or Goods is attached to these Terms and Conditions.
- 3.2 The Proposal for Services and/or Goods shall remain valid for a period of 30 days
- 3.3 The Proposal must be accepted by the Customer in its entirety.

3.4 The Customer shall be deemed to have accepted the Proposal by placing an Order with the Supplier.

3.5 The Agreement between the Supplier and the Customer, incorporating these Terms and Conditions, shall only come into force when the Supplier confirms an Order in writing to the Customer. Prior to any confirmation the Supplier has the right to refuse any Order.

4 SERVICES, GOODS AND DELIVERY

4.1 The Services and/or Goods are as described in the Proposal.

4.2 Any variation to the Services and/or Goods must be agreed by the Supplier in writing.

4.3 The Services and/or Goods will be delivered between the hours of 9am and 5pm on Monday to Sunday. The Supplier may vary these times by intimating in writing details of the change to the Customer but in any event, the Services and/or Goods will be delivered within 30 days of the contract date unless there is an agreement with the Customer to the contrary.

5 PRICE AND PAYMENT

5.1 The price for Services and/or Goods is as specified in the Proposal and is inclusive of VAT any other charges as outlined in the Proposal.

5.2 The price for any materials required to complete the Services is as specified in the Proposal.

5.3 The terms for payment are as specified in the Proposal.

5.4 The Customer must settle all payments for Services and/or Goods within 24 hours of the completion of the agreed upon Services and/or Goods.

5.5 The Customer will pay interest on all late payments at a rate of 8% per annum above the base lending rate of the Bank of England when payment is overdue by 30 days or more.

5.6 The Supplier is also entitled to recover all reasonable expenses incurred in obtaining payment from the Customer where any payment due to the Supplier is late.

5.7 The Customer is not entitled to withhold any monies due to the Supplier.

5.8 The Supplier is entitled to vary the price to take account of:

5.8.1 any additional Services and/or Goods requested by the Customer which were not included in the original Proposal;

5.8.2 any increase in the cost of materials;

5.8.3 any additional work required to complete the Services which was not anticipated at the time of the Proposal, including, but not limited to, any unexpected repairs required to the floor surface discovered when the original floor covering is removed;

and any variation must be intimated to the Customer in writing by the Supplier.

6 CUSTOMER OBLIGATIONS

6.1 The Customer will provide access to the Supplier at the times specified in these Terms and Conditions and will co-operate with all reasonable requests by the Supplier.

- 6.2 The Customer will provide electricity, water and toilet facilities to the Supplier for the purpose of completing the Services.
- 6.3 The accuracy of any measurements requested by the Supplier for the supply of Goods only shall be the responsibility of the Customer and any expenses incurred by the Supplier as a result of inaccurate sizes shall be met by the Customer.
- 6.4 The Customer will apply for, obtain and meet the cost of all necessary approvals and permissions required to complete the Services prior to the commencement of the work.
- 6.5 The Customer shall be liable for any expenses incurred by the Supplier as a result of the Customers failure to comply with the obligations as defined by these Terms and Conditions.
- 6.6 The Customer shall clear the area to be floored of all furniture prior to the work being carried out unless previously agreed to the contrary in the Proposal or with the Supplier in writing.
- 6.7 The Customer shall remove all existing floor covering from the area to be floored unless previously agreed to the contrary in the Proposal or with the Supplier in writing.
- 6.8 The Customer will take all reasonable steps to ensure that the Supplier does not sustain any damage or loss to any equipment stored on site.

7 SUPPLIER OBLIGATIONS

- 7.1 The Supplier shall supply the Services and/or Goods as specified in the Proposal.
- 7.2 The Supplier shall perform the Services with reasonable skill and care and to a reasonable standard and in accordance with recognised codes of practice.
- 7.3 The Supplier shall comply with all relevant health and safety regulations.
- 7.4 The Supplier shall be responsible for all waste management and disposal required in the course of providing the Services and/or Goods to include removal of original floor covering if agreed previously in the Proposal or in writing with the Customer.
- 7.5 The Supplier shall ensure a size tolerance of 5 to 10% for relevant floor coverings.
- 7.6 The Supplier shall endeavour to match colours and finishes where possible but such consistency cannot be guaranteed due to the nature of the Goods.
- 7.7 The Supplier shall hold valid employer and public liability insurance policies.

8 CANCELLATION

- 8.1 The Customer may cancel an Order for Services and/or Goods by notifying the Supplier in writing within 48 hours of placing the Order and any monies paid by the Customer will be refunded in full subject to the deduction of material costs or as determined by the Supplier.
- 8.2 If the Customer does not notify any cancellation within the time specified in Clause 8.1 any monies paid will not be refundable.

9 GUARANTEE

- 9.1 In addition to the Customer's statutory rights, the Supplier guarantees that the Services and/or Goods will be free from defects in materials and/or workmanship for a period of 12 months from the date that the Services and/or Goods were supplied.

- 9.2 Clause 9.1 does not apply:
- 9.2.1 if a fault arises due to any subsequent damage not due to a defect in the Services and/or Goods after risk has passed to the Customer;
 - 9.2.2 if a fault arises due to wilful damage, abnormal working conditions, failure to follow instructions, misuse, alteration or unauthorised repair, improper maintenance or negligence on the part of the Customer or a third party.
- 9.3 If the Services and/or Goods are found to be defective in accordance with these Terms and Conditions then the Supplier shall either repair, re-perform or replace the Services and/or Goods or refund any monies paid for the defective Services and/or Goods.
- 9.4 Where the Services and/or Goods are defective or do not comply with the Agreement the Customer must notify the Supplier in writing within 28 days from the date of delivery.
- 9.5 If the Customer has not paid for the Services and/or Goods in full by the date the defect in Services and/or Goods is notified to the Supplier then the Supplier has no obligation to remedy the defect in terms of this Clause 9.

10 INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights, registered or unregistered, including but not limited to patents, trademarks, design rights and know-how remain the property of the Supplier and cannot be used by the Customer without the written permission of the Supplier.

11 PROPERTY AND RISK

- 11.1 Risk in the Goods or in any property or materials used to provide the Services shall pass to the Customer when they are in the physical possession of the Customer.
- 11.2 Title or ownership of any property or materials belonging to the Supplier remains with the Supplier until payment is received from the Customer in full.
- 11.3 The Customer must store any property or materials belonging to the Supplier separately from any other property or materials belonging to the Customer or a third party.

12 DEFAULT

- 12.1 The Agreement shall continue until the Services and/or Goods have been provided in terms of the Proposal or any subsequent date as mutually agreed in writing by both parties or until terminated by either party in accordance with these Terms and Conditions.
- 12.2 The Customer may terminate the Agreement if the Supplier fails to comply with any aspect of these Terms and Conditions and this failure continues for a period of 4 weeks after notification of non-compliance is given.
- 12.3 The Supplier may terminate the Agreement if the Customer has failed to make over any payment due within 4 weeks of the sum being requested.
- 12.4 Either party may terminate the Agreement by notice in writing to the other if:
- 12.4.1 the other party commits a material breach of these Terms and Conditions and, in the case of a breach capable of being remedied, fails to remedy it within a reasonable time of being given written notice from the other party to do so; or
 - 12.4.2 the other party commits a material breach of these Terms and Conditions which cannot be remedied under any circumstances; or

- 12.4.3 the other party passes a resolution for winding up (other than for the purpose of solvent amalgamation or reconstruction), or a court of competent jurisdiction makes an order to that effect; or
 - 12.4.4 the other party ceases to carry on its business or substantially the whole of its business; or
 - 12.4.5 the other party is declared insolvent, or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or a liquidator, receiver, administrative receiver, manager, trustee or similar officer is appointed over any of its assets.
- 12.5 In the event of termination the Customer must make over to the Supplier any payment for work done and expenses incurred up to the date of termination.
- 12.6 Any rights to terminate the Agreement shall be without prejudice to any other accrued rights and liabilities of the parties arising in any way out of the Agreement as at the date of termination.

13 WARRANTIES

- 13.1 The Supplier warrants that the Goods will, at the time of delivery, correspond to the description given by the Supplier.
- 13.2 The Supplier warrants that the Services will be performed using all reasonable skill and care.

14 LIMITATION OF LIABILITY

- 14.1 The Supplier shall not be responsible for:
 - 14.1.1 losses that were not caused by any breach on the part of the Supplier; or
 - 14.1.2 any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure); or
 - 14.1.3 any indirect or consequential losses that were not foreseeable to both the Customer and the Supplier.
- 14.2 The Supplier shall not be held responsible for any delay or failure to comply with its obligations under these Terms and Conditions if the delay or failure arises from any cause which is beyond its reasonable control. This condition does not affect the Customer's legal right to have Goods sent or Services provided within a reasonable time or to receive a refund if Goods or Services ordered cannot be supplied within a reasonable time owing to a cause beyond the Supplier's reasonable control.
- 14.3 Nothing in these Terms and Conditions limits or excludes the Supplier's responsibility for fraudulent representations made by it or for death or personal injury caused by the Supplier's negligence or wilful misconduct.

15 INDEMNITY

The Customer shall indemnify the Supplier against all claims, costs and expenses which the Supplier may incur and which arise directly or indirectly from the Customer's breach of any of its obligations under these Terms and Conditions.

16 FORCE MAJEURE

Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and the party shall be entitled to a reasonable extension of its obligations.

17 ASSIGNMENT

The Customer shall not be entitled to assign its rights or obligations or delegate its duties under this Agreement without the prior written consent of the Supplier.

18 SEVERANCE

If any term or provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid, illegal or unenforceable provision eliminated.

19 WAIVER

The failure by either party to enforce at any time or for any period any one or more of the Terms and Conditions herein shall not be a waiver of them or of the right at any time subsequently to enforce all Terms and Conditions.

20 NOTICES

Any notice to be given by either party to the other may be served by email, fax, personal service or by post to the address of the other party given in the Proposal or such other address as such party may from time to time have communicated to the other in writing, and if sent by email shall unless the contrary is proved be deemed to be received on the day it was sent, if sent by fax shall be deemed to be served on receipt of an error free transmission report, if given by letter shall be deemed to have been served at the time at which the letter was delivered personally or if sent by post shall be deemed to have been delivered in the ordinary course of post.

21 ENTIRE AGREEMENT

These Terms and Conditions supersede any previous agreements, arrangements, documents or other undertakings either written or oral.

22 GOVERNING LAW

These Terms and Conditions shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English courts.