

## PRODUCT RANGE AND DELIVERY

As a manufacturer and distributor of public health control products for over 120 years, we pride ourselves on being able to offer the widest range of pest control and related products in Europe. We are not tied to any manufacturer and are therefore the first to be approached for new product and market advice. Not only do we have everything you need under one roof, we can deliver within the shortest possible time. Our modern warehouse and production facilities allows us to manufacture and hold large stocks of most catalogue items and items that are advertised on our social media pages, which can normally be delivered to you the next day (if ordered weekdays before 5:00pm). If an order is urgent, please let us know so that we can give it extra priority. We maintain excellent links with our suppliers so that non-stock items can also be delivered rapidly. Even items not in our catalogue can often be sourced or manufactured for you.

## PAYMENT



Ordering and payment are easy. Orders may be placed by post, email, telephone, via the website, smart phone ordering app or in person. We also offer a range of payment options:

- **Credit/debit card** - we accept all major credit and debit cards (excluding Amex).
- **Account** - you may apply for trade credit with payment terms of the 20th of the following month by completing a simple application form, which we can send to you upon request. Credit will be granted dependent upon the outcome of trade and bank enquiries. With an account you may pay by cheque, bank transfer or debit card.

## STANDARD TERMS AND CONDITIONS FOR THE SALE OF GOODS

### 1. INTERPRETATION

1.1. In these Conditions, the following definitions and rules of interpretation shall apply:

**Business Day:** a day (other than a Saturday, Sunday or public holiday) 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 clauses 17.1 and/or 17.2.

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

**Controlled Products:** includes but is not limited to Goods which are subject to the requirements set out in any of: the Control of Pesticides Regulations 1986 and 1987 (as amended), the Control of Pesticides (Amendment) Regulations 1997, the Plant Protection Products Regulations 2005, the Poisons Rules and GB Biocidal Products Regulation (The retained BPR Regulation (EU) No 528/2012 as amended for Great Britain).

**Customer:** the person, firm or entity who purchases the Goods from the Supplier. Document: includes all instruction or training manuals relating to the Goods and in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

**Force Majeure Event:** has the meaning given in clause 13.

**Goods:** the goods which are sold by the Supplier from time to time as set out in the Order.

**INCOTERMS®:** means the international rules for the interpretation of trade terms of the International Chamber of Commerce as in force as at the date when the Contract is made.

**Intellectual Property Rights:** all patents, rights to inventions, utility models, copyright and related rights, trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world.

**Order:** the Customer's order for the Goods, as submitted in accordance with clause 3.1.

**PPE:** the personal protective equipment, which may be required or recommended to use the Goods.

**Poisons Rules:** incorporating the Poisons Act 1972 and the Poisons (Amendment) Rules 1989.

**Supplier:** Killgerm Chemicals Limited (registered in England and Wales with company number 02794829).

**Training:** any training courses provided by Killgerm online, via any electronic form or in person

**WEEE:** Waste Electrical and Electronic Equipment Regulations 2013.

- 1.2. A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.3. A reference to a party includes its personal representatives, successors or permitted assigns.
- 1.4. 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.
- 1.5. 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.
- 1.6. A reference to writing or written includes faxes and e-mails.
- 1.7. Unless the context otherwise requires, any term or expression which is defined in or given a particular meaning by the provisions of the Incoterms shall have the same meaning in these Conditions, but if there is any conflict between the provisions of Incoterms and these Conditions, these Conditions shall prevail.

### 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 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. The only exception is terms agreed in writing in respect of clause 4.6.1 in relation to export terms. Any samples, drawings, descriptive matter, or advertising issued by the Supplier and any descriptions or illustrations contained in the Supplier's catalogues, brochures, social media pages, smart phone app, web app or on the Supplier's website are issued or published for the sole purpose of giving an approximate idea of the Goods described in them. They shall not form part of the Contract or any other contract between the Supplier and the Customer for the sale of the Goods or have any contractual force.

2.3. Nothing in these Conditions will affect the statutory rights of the Customer if he 'deals as a consumer' pursuant to section 12 of the Unfair Contract Terms Act 1977 (as amended from time to time).

2.4. The PPE illustrated in the Supplier's catalogue or on the Supplier's social media pages, smart phone app, web app and website are recommendations made by the Supplier to the Customer when the Customer is using Goods for their intended purpose. The Supplier's suggested PPE is for illustration purposes only and should not be relied upon by the Customer.

2.5. For full requirements on the PPE for use with the Goods, the Customer should refer to the product label and safety data sheet relating to the Goods and should take into account the Customer's own circumstances or Customer's intended use for the Goods. The Supplier's PPE illustrations should in no way replace any part of a Customer's control of substances hazardous to health assessment and the Supplier will not be responsible for any loss or damage arising from the Customer's reliance upon, and sole use of, the PPE's illustrated in the Supplier's catalogue and on the Supplier's social media pages, smart phone app, web app and website.

2.6. A quotation for the Goods given by the Supplier is subject to these Conditions and shall not constitute an offer. A quotation can be given by the Supplier orally or in writing but shall only be valid for the period of time from the date it is issued, as confirmed by the Supplier (if oral) or set out on such quotation (if in writing). If no such period of time is confirmed or set out (as applicable) a quotation shall only be valid for the period of 2 Business Days from the date it was given to the Customer by the Supplier.

2.7. If the Customer places an Order through the Supplier's website, or any other electronic and postal means, the Customer warrants that it is legally capable of entering into binding contracts and (if an individual) the Customer is at least 18 years old.

2.8. The Supplier confirms that it implements in their business the requirements posed by the UK Rodenticide Stewardship Regime and RAMPS (Register of Accredited Metallic Phosphide Standards) code of good practice.

### 3. ORDERS

3.1. When the Customer wishes to place an Order, it shall:

- 3.1.1. send its written purchase order to the Supplier via post;
- 3.1.2. submit an Order either orally, or in writing to the Supplier via the website, email or
- 3.1.3. accept either orally, or in writing the Supplier's quotation; or
- 3.1.4. place an Order via an email generated and sent to the Supplier using the Supplier's website or smart phone ordering app.

3.2. 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 are complete and accurate.

3.3. Each Order shall be deemed to be a separate offer by the Customer to buy the Goods on the terms of these Conditions, which the Supplier shall be free to accept or decline at its absolute discretion. Prior to acceptance of the Order, the Supplier may, at its absolute discretion, request evidence in writing of the Customers (or its contractors, agents or employees) qualifications to handle and use Controlled Products. In circumstances where the Supplier has requested evidence from the Customer, the Order will not be deemed to be accepted until receipt of the requested evidence.

3.4. No order shall be deemed to be accepted by the Supplier until it issues a written or email acceptance of the Order, or (in circumstances where no written or email acceptance is provided) completion of despatch of the Goods by the Supplier for delivery to the Customer, or the Supplier notifies the Customer that the Goods are ready for collection (as the case may be).

3.5. The Contract will only relate to those Goods set out in the Order and which the Supplier has accepted in accordance with clause 3.4.

3.6. Subject to clause 3.7, the Customer may at any time prior to despatch of the Goods amend or cancel an Order by written notice to the Supplier. If the Customer amends or cancels an Order, its liability to the Supplier shall be limited to payment to the Supplier of all costs reasonably incurred by the Supplier in fulfilling the Order up until the date of amendment or cancellation.

3.7. The Customer cannot amend or cancel an Order or a Contract in accordance with 3.6 without the written consent of the Supplier if; the packaging or labelling on the Goods is to the Customer's own specification or, the Customer is in breach of any of the provisions set out in clause 4. Such consent is at the Supplier's sole discretion after acceptance of an Order. If the Supplier consents to such amendments or cancellation of an Order or Contract, the Customer's liability to the Supplier shall be limited to the payment to the Supplier of all costs reasonably incurred by the Supplier if fulfilling the Order and/or Contract up to the date of amendment or cancellation.

3.8. The Supplier may cancel an Order at any time before the Goods are delivered or supplied by giving written notice to the Customer. On giving such written notice the Supplier shall promptly repay to the Customer any sum paid in respect of the price of the Goods.

### 4. SPECIAL CONDITIONS

4.1. Poisons

4.1.1. Any Goods marked (P) including Insect Fumigation products, Phostoxin and Talunex Tablets are subject to the Poisons Rules and can only be supplied to authorised Customers against an Order signed by the certificated user of the Customer and stating the purpose for which the Goods are to be used.

4.1.2. Notwithstanding the requirements specified in clause 4.1.1, the Goods known as Insect Fumigation products require the Customer to have the relevant approved qualification and therefore an Order for such Goods will not be accepted by the Supplier unless the Customer provides evidence satisfactory to the Supplier that the Customer is qualified and competent.

4.2. Pesticides – Risk Reduction

Before Customers use Goods known as biocides, they should always read the label and product information relating to the Goods before use.

4.3. Electrical Goods and Spares – Risk Reduction

4.3.1. To offset any risks associated with electrical Goods the Supplier advises the following:  
4.3.2. disconnect from the mains before attempting any maintenance work or repairs to the Goods; and  
4.3.3. If in any doubt, always consult a qualified electrician.

4.4. The Carriage of Dangerous Goods – Delivery

4.4.1. Some of the Goods (including but not limited to those detailed below) fall within the scope of regulations and other legislation which apply from time to time to the carriage of dangerous goods and use of transportable pressure equipment:

- 4.4.1.1. Degesch Fumigation Tablets and Plates;
- 4.4.1.2. Phostoxin; and
- 4.4.1.3. Talunex.

4.4.2. The Goods referred to in clause 4.4.1 will be packed in UN packaging, with relevant marking and labelling requirements and supported with dangerous goods notes.

4.4.3. The Supplier's usual carriers will not carry the Goods referred to in clause 4.4.1; and  
4.4.4. the Supplier will use a specialist carrier that will result in the cost of delivery of the Goods being higher and the delivery of the Goods taking longer to arrive with the Customer.

#### 4.5. Approval Categories

- 4.5.1. Goods classified as pesticides may only be used for the purposes for which they have been approved. The label attached to those Goods and any Document relating to the Goods set out the application, application method and application rate.
- 4.5.2. The application section of conditions of approval indicate the types of user and areas of use. These are "amateur" or "professional". These classifications apply to the Goods classified as insecticides, rodenticides, biocides and wood preservatives.

#### 4.6. Export Terms

- 4.6.1. Where the Goods are supplied for export from the United Kingdom, the provisions of this clause 4.6 shall (subject to any special terms agreed in writing between the Customers and the Supplier) apply notwithstanding any other provision of these Conditions.
- 4.6.2. The Customer shall be responsible for arranging for testing and inspection of the Goods at the Supplier's premises before shipment. The Supplier shall have no liability for any claim in respect of any defect in the Goods which would be apparent on inspection and which is made after shipment, or in respect of any damage during transit.
- 4.6.3. Unless otherwise agreed in writing between the Customer and the Supplier, the Goods shall be supplied in accordance with the INCOTERMS® in force at the time of the order being placed.
- 4.6.4. The Customer will be responsible for the payment of any import duties and taxes which are levied when the Goods reach the specified destination and for contacting its own local customs office for details about such duties and taxes as these may vary from country to country. The Supplier has no control over these charges and cannot predict their amount and advises the Customer to contact its local customs office for further information before placing an Order.
- 4.6.5. The Customer shall be responsible for complying with any legislation or regulations governing the importation of Goods into the country of destination.

#### 5. DELIVERY OF GOODS

- 5.1. The Supplier shall ensure that each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all relevant Customer and Supplier reference numbers, the type and quantity of the Goods (including the code number of the Goods, where applicable) and, if the Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered.
- 5.2. When the Customer places an Order it shall provide the Supplier with the delivery location for the Goods and:
- 5.2.1. if the Supplier is to deliver or procure delivery of the Goods, the Supplier shall deliver the Goods to the location set out in the Order or such other location as the parties may agree at any time before the Goods are despatched for delivery; or
- 5.2.2. if the Customer is to collect the Goods, the Customer shall collect the goods from the Supplier's premises at 115 Wakefield Road, Ossett, West Yorkshire WF5 9AR, or such other location as may be advised by the Supplier at any time prior to delivery.
- 5.3. Delivery of the Goods shall be completed, in the case of the Supplier's delivery of the Goods, on the Goods' arrival at the location referred to in clause 5.2.1, or in the case of the Customer's collection of the Goods on the completion of loading of the Goods at the location referred to in clause 5.2.2.
- 5.4. Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence. The Supplier may provide the Customer with tracking information, that is accessible via the courier or the smart phone ordering app, if it is able to do so; but the Supplier shall not be liable for any incorrect tracking information, delay in delivery of the Goods, including as a result of a Force Majeure Event as further provided for in clause 13 or the Customer's failure to provide the Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 5.5. As the Supplier's carrier will not accept liability for damage, or non-delivery of all or part of the Goods unless the carrier is notified of any damage or non-delivery. Damage or non-delivery of any Goods must be notified to the Supplier's carrier in writing on delivery and a Customer's claim for such damage to, or partial non-delivery or non-delivery of all of the Goods, must be submitted orally, or in writing to the Supplier within 3 Business Days of delivery of the Goods.
- 5.6. If the Goods are damaged in transit or the Supplier fails to deliver all or part of the Goods, its liability shall be limited to (at the Supplier's sole discretion) replacement of the Goods damaged or which the Supplier failed to deliver, or a refund of the price paid by the Customer for the damaged or non-delivered Goods. The Supplier 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 Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 5.7. If the Customer fails to notify the Supplier within the period of time referred to in clause 5.5, fails to accept delivery of the Goods from the Supplier or the Supplier's carrier, or to collect the Goods (if applicable) within 3 Business Days of the Supplier:
- 5.7.1. delivery of the Goods shall be deemed to have been completed at 9.00 am on the third Business Day following the day on which the Supplier notified the Customer that the Goods were ready; and

- 5.7.2. the Supplier shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).

- 5.8. If the Customer fails to accept delivery of the Goods from the Supplier or the Supplier's carrier, or if 3 Business Days after the Supplier notified the Customer that the Goods were ready for delivery the Customer has not taken delivery of them (as applicable), the Supplier 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.
- 5.9. The Customer shall not be entitled to reject the Goods if the Supplier delivers up to and including 5% more or less than the quantity of Goods ordered, but a pro rata increase or reduction shall be made to the Order invoice on receipt of notice from the Customer that the wrong quantity of Goods was delivered.
- 5.10. 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.

#### 6. QUALITY

- 6.1. If the Supplier is not the manufacturer of the Goods, the Supplier will use all reasonable endeavours to transfer to the Customer the benefit of any warranty or guarantee given to the Supplier by the manufacturer of the Goods. Details of any warranty or guarantee of the Goods are set out on the packaging or label relating to the Goods. Subject to clause 6.3, if:
- 6.1.1. The Customer gives notice in writing to the Supplier during any warranty or guarantee period relating to the Goods within a reasonable time of discovery that some or all of the Goods do not comply with such warranty or guarantee; and
- 6.1.2. the Supplier is given a reasonable opportunity of examining such Goods; and
- 6.1.3. the Customer (if asked to do so by the Supplier) returns such Goods to the Supplier's place of business at the Customer's cost, the Supplier shall, at its option, repair or replace the defective Goods (as applicable to the Goods), or refund the price of the defective Goods in full.
- 6.2. The Supplier shall not be liable for the Goods' failure to comply with any warranty or guarantee relating to the Goods if:
- 6.2.1. the Customer makes any further use of such Goods after giving notice in accordance with clause 6.1; or
- 6.2.2. the defect arises because the Customer failed to follow the Supplier'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; or
- 6.2.3. the Customer alters or repairs such Goods without the written consent of the Supplier; or
- 6.2.4. the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions.
- 6.3. Except as provided in this clause 6, the Supplier shall have no liability to the Customer in respect of the Goods' failure to comply with any warranty or guarantee relating to the Goods.
- 6.4. These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.

#### 7. TITLE AND RISK

- 7.1. The risk in the Goods shall pass to the Customer on completion of delivery.
- 7.2. Title to the Goods shall not pass to the Customer until the Supplier has received payment in full (in cleared funds) for:
- 7.2.1. the Goods; and
- 7.2.2. all other sums which are or which become due to the Supplier for sales of the Goods or any other products or services to the Customer.
- 7.3. Until title to the Goods has passed to the Customer, the Customer shall:
- 7.3.1. hold the Goods on a fiduciary basis as the Supplier's bailee;
- 7.3.2. store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property;
- 7.3.3. not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
- 7.3.4. maintain the Goods in satisfactory condition and keep them insured against all risks for their full price from the date of delivery;
- 7.3.5. notify the Supplier immediately if it becomes subject to any of the events listed in clause 11.1; and
- 7.3.6. give the Supplier such information relating to the Goods as the Supplier may require from time to time, but the Customer may resell or use the Goods in the ordinary course of its business.
- 7.4. If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 11.1, or the Supplier 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 Supplier may have, the Supplier 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 of which all costs associated with the collection and resale of the stock will be passed to the Customer to collect.

#### 8. PRICE AND PAYMENT

- 8.1. The price of the Goods shall be the price set out in the Order, or, if no price is quoted, the price set out in the Supplier's published price list in force and set out in the Supplier's catalogue or on the Supplier's social media pages, smart phone app, web app and website as at the date of delivery of the Goods.
- 8.2. The Supplier's price list, catalogue or social media pages, smart phone app, web app and website contains a number of goods which the Supplier can supply to the Customer and it is always possible that, despite the Supplier's best efforts, some of the goods set out on our price list, catalogue, social media pages, smart phone app, web app or website may be incorrectly priced. If goods are incorrectly priced the Customer will have the opportunity to decline or accept the revised price at the time of placing an Order.
- 8.3. If the pricing error is obvious and unmistakable and could have reasonably been recognised by the Customer as an error the Supplier is under no obligation to provide the Goods to the Customer at the incorrect price.
- 8.4. Notwithstanding the provisions of clauses 8.1 to 8.3 (inclusive), the Supplier 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:
- 8.4.1. any factor beyond the Supplier's control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);
- 8.4.2. any request by the Customer to change the delivery date(s), quantities or types of Goods ordered; or
- 8.4.3. any delay caused by any instructions of the Customer or failure of the Customer to give the Supplier adequate or accurate information or instructions.
- 8.5. The price of the Goods is exclusive of the costs and charges of packaging, insurance and transport of the Goods, which shall be paid by the Customer when it pays for the Goods. Details of the costs and charges for transport are set out in the Supplier's catalogue in force at the date of delivery of the Goods.
- 8.6. Transport charges for overseas delivery of Goods purchased via the Supplier's website at [www.killgerm.com](http://www.killgerm.com) may differ from those charges displayed in the Customer's shopping cart on the Supplier's website and the Customer accepts the higher of those charges will apply. Value added tax (VAT) or its equivalent will be charged at the applicable rate.
- 8.7. Subject to clause 8.10, the price of the Goods is exclusive of amounts in respect of 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.

#### Non-account Customers

- 8.8. If a Customer does not have a pre-approved credit account with the Supplier payment for the Goods is due from the Customer and shall be made by the Customer at the time of the Customer placing an Order.
- 8.9. In the event that payment for the Goods is not made by the Customer at the time of placing an Order and the Customer is not purchasing on a preapproved credit account with the Supplier in accordance with these Conditions, the Supplier shall not be obliged to process the Order and/ or deliver the Goods until such payment has been made to the Supplier. Time of payment shall be of the essence to the Contract.
- 8.10. On payment for the Goods in accordance with clause 8.8 or 8.9, the Supplier shall issue a valid receipted VAT invoice to the Customer in respect of the price of the Goods.

#### Account Customers

- 8.11. The Supplier may invoice the Customer for the Goods on or at any time after the Customer places an Order with the Supplier.
- 8.12. Customers with a pre-approved credit account with the Supplier shall pay the invoice in full and in cleared funds on or before the 20th day of the month following the month in which the invoice was dated. Payment shall be made to the bank account nominated in writing by the Supplier, or by the Customer's credit or debit card. Time is of the essence in relation to payments arising under the Contract.
- 8.13. The Supplier shall be entitled to cancel or suspend deliveries under the Contract and/or any other contract, which the Supplier may have with the Customer, if full payment is not made by the Customer, and if such payment or any part of it (including interest) shall remain in arrears for 5 Business Days after a written demand from the Supplier, the Supplier has the right to cancel the Contract and/or any other contract with the Customer, and in either case without prejudice to any other rights or remedies the Supplier may have.
- 8.14. If the Customer fails to make any payment due to the Supplier 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 4% per annum above HSBC Bank Plc's base lending rate from time to time. 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.
- 8.15. 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 Supplier in order to justify withholding payment of any such amount in whole or in part. 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.

#### 9. LIMITATION OF LIABILITY - THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CONDITION

- 9.1. This clause 9 sets out the entire financial liability of the Supplier (including any liability for the acts or omissions of its employees, agents, consultants, and subcontractors) to the Customer in respect of:

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|                            | any breach of the Contract, including any deliberate personal repudiatory breach, or any deliberate breach of the Contract by the Supplier, or its employees, agents or subcontractors;  |  | 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; or |  | 13.5. Should the Customer elect to have a training programme delivered at their site or a venue of their choice, they must ensure that it has adequate room in which to carry out all elements of the training programme. The Supplier reserves the right to, and will charge, 100% of the training fee for substantial, unsafe, or inadequate premises and/or equipment. This includes but is not exhaustive to: inclement weather and where there is no alternative indoor space, in which to carry out the practical training; or a designated room with enough space to seat the Customer and/or the Customer's delegates; dangerous and/or inappropriate training equipment that is provided by the Customer and/or the Customer's delegates. |
| 9.1.2.                     | any representation, statement or tortious act or omission (including negligence) arising under or in connection with the Contract.   |  | (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; or   |  | 13.6. Where training, that has been organised by the Supplier, is being delivered on Customer premises, the Supplier reserves the right to fill the course with delegates from other Customer organisations up to the maximum amount recommended for any given training course. Details of maximum delegate numbers are available from the Supplier on request. No discount or reduction in price will be applicable in this regard.   |
| 9.2.                       | All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Contract.   |  | (being a company) a floating charge holder over the assets of the Customer has become entitled to appoint or has appointed an administrative receiver; or  |  | 13.7. Customers and Customer delegates are required to be punctual at all courses and at all sessions.   |
| 9.3.                       | Nothing in these Conditions limits or excludes the liability of the Supplier for the following:  |  | 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; or   |  | 13.8. Customers and Customer delegates will be asked to leave the course if they are disruptive, rude, disrespectful and/or abusive to either the trainer(s) or other delegates and the customer will be informed of such conduct with immediate effect; and will forfeit the right to any refund.   |
| 9.3.1.                     | death or personal injury resulting from negligence; or   |  | 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 11.1.1 to clause 11.1.8 (inclusive); or  |  | 13.9. Consumption of alcohol or nonprescription drugs is not permitted during training, nor should they be consumed immediately prior to training. The Supplier will refuse to train any Customers or Customer delegates who infringe this condition and/or in the opinion of the Supplier and/or the training provider, appear to be under the influence of drugs and/or alcohol and will require them to leave the training venue with immediate effect.   |
| 9.3.2.                     | damage or liability incurred by the Customer as a result of fraud or fraudulent misrepresentation by the Supplier; or  |  | The Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or substantially the whole of its business; or   |  | 13.10. Where a Customer or a Customer delegate is taking prescribed medication, which may lead to impairment, they must inform the relevant trainer prior to the commencement of training.   |
| 9.3.3.                     | breach of the terms implied by section 12 of the Sale of Goods Act 1979; or  |  | the financial position of the Customer deteriorates to such an extent that in the opinion of the Supplier the capability of the Customer adequately to fulfil its obligations under the Contract has been placed in jeopardy; or   |  | 13.11. Where training and/or any associated services are carried out on Supplier premises, all delegates must conform to and comply with the Health & Safety Policy as laid down by the Supplier at all times. Breaches of this policy may result in the Customer and/or the Customer's delegate being suspended or excluded from the course and premises.   |
| 9.3.4.                     | defective products under the Consumer Protection Act 1987.   |  | (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.   |  |  |
| 9.4.                       | Subject to clause 9.2 and clause 9.3:  |  | there is a change of control of the Customer (as defined in section 574 of the Capital Allowances Act 2001).   |  |  |
| 9.4.1.                     | the Supplier shall not be liable (whether in contract, tort (including negligence) breach of statutory duty, or otherwise) for:  |  |  |  |  |
| 9.4.1.1.                   | loss of profits; or  |  |  |  |  |
| 9.4.1.2.                   | loss of business; or   |  |  |  |  |
| 9.4.1.3.                   | depletion of goodwill and/or similar losses; or  |  |  |  |  |
| 9.4.1.4.                   | loss of anticipated savings; or  |  |  |  |  |
| 9.4.1.5.                   | loss of goods; or  |  |  |  |  |
| 9.4.1.6.                   | loss of contract; or   |  |  |  |  |
| 9.4.1.7.                   | loss of use; or  |  |  |  |  |
| 9.4.1.8.                   | loss of corruption of data or information; or  |  |  |  |  |
| 9.4.1.9.                   | any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.   |  |  |  |  |
| 9.4.2.                     | the Supplier's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance, or contemplated performance, of the Contract shall be limited to the greater of:  |  |  |  |  |
| 9.4.2.1.                   | one hundred thousand pounds (£100,000.00); or  |  |  |  |  |
| 9.4.2.2.                   | the price paid for the Goods.  |  |  |  |  |
| <b>10. DATA PROTECTION</b> |  |  |  |  |  |
| 10.1.                      | The Customer's name, address and payment record may be submitted to an external credit reference agency to run credit checks. The Supplier's use of the data in this way is entirely lawful. The Supplier has a legitimate interest in this personal data being processed for the purpose of assessing whether to grant credit accounts to the Customer.   |  |  |  |  |
| 10.2.                      | All personal data will only be used in accordance with the Supplier's privacy policy. The policy can be found at https://www.killgerm.com/about-killgerm/privacy-policy. This policy may be updated from time to time and does not form part of this contract.   |  |  |  |  |
| 10.3.                      | Information regarding the processing of the Customer's personal data and their associated rights can be found within the privacy policy referred to at clause 10.2 above.  |  |  |  |  |
| 10.4.                      | Where the Supplier is processing personal data the Supplier will ensure that it has in place appropriate technical and contractual measures to ensure the security of the personal data and will guard against unauthorised or unlawful processing of the personal data and against accidental loss or destruction of, or damage to, the personal data.  |  |  |  |  |
| <b>11. TERMINATION</b>     |  |  |  |  |  |
| 11.1.                      | Without prejudice to any other rights or remedies which the Supplier may have, the Supplier may terminate a Contract without liability immediately on giving written notice to the Customer if:  |  |  |  |  |
| 11.1.1.                    | the Customer fails to pay any amount due under the Contract on the due date for payment and remains in default not less than 5 Business Days after being notified in writing to make such payment; or  |  |  |  |  |
| 11.1.2.                    | the Customer commits a material breach of any of the terms of the Contract and (if such a breach is remediable) fails to remedy that breach within 20 Business Days of that party being notified in writing of the breach; or  |  |  |  |  |
| 11.1.3.                    | 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; or |  |  |  |  |
| 11.1.4.                    | 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) 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; or   |  |  |  |  |
| 11.1.5.                    | (being an individual) the Customer is the subject of a bankruptcy petition or order; or  |  |  |  |  |
| 11.1.6.                    |  |  |  |  |  |
| 11.1.7.                    |  |  |  |  |  |
| 11.1.8.                    |  |  |  |  |  |
| 11.1.9.                    |  |  |  |  |  |
| 11.1.10.                   |  |  |  |  |  |
| 11.1.11.                   |  |  |  |  |  |
| 11.1.12.                   |  |  |  |  |  |
| 11.1.13.                   |  |  |  |  |  |
| 11.1.14.                   |  |  |  |  |  |
| 11.2.                      | For the purposes of clause 11.1.2 material breach means a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the Supplier would otherwise derive from a substantial portion of this agreement over the term of any Contract. In deciding whether any breach is material no regard shall be had to whether it occurs by some accident, mishap, mistake or misunderstanding.  |  |  |  |  |
| 11.3.                      | On termination of a Contract for any reason:   |  |  |  |  |
| 11.3.1.                    | the Supplier may cancel or suspend all further deliveries of the Goods under the Contract or under any other contract between the Customer and the Supplier without incurring any liability to the Customer;   |  |  |  |  |
| 11.3.2.                    | the Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of the Goods supplied but for which no invoice has been submitted, the Supplier may submit an invoice, which shall be payable immediately on receipt; and  |  |  |  |  |
| 11.3.3.                    | the accrued rights and liabilities of the parties as at termination and the continuation of any provision expressly stated to survive or implicitly surviving termination shall not be affected.   |  |  |  |  |
| 11.4.                      | On termination of the Contract (however arising), the following clauses shall survive and continue in full force and effect:   |  |  |  |  |
| 11.4.1.                    | clause 1 (Interpretation);   |  |  |  |  |
| 11.4.2.                    | clause 9 (Limitation of Liability);  |  |  |  |  |
| 11.4.3.                    | clause 11 (Termination);   |  |  |  |  |
| 11.4.4.                    | clause 12 (Intellectual Property Rights);  |  |  |  |  |
| 11.4.5.                    |  |  |  |  |  |

- 15.1.13. For the latest terms and conditions please call 01924 268420 or email sales@killgerm.com.
- 15.1.14. DATA PROTECTION: Killgerm will never give your personal details to anyone outside of Killgerm Chemicals Ltd. It may analyse your purchase history to provide you with relevant and personalised offers, information, and advice in helping you choose products that are right for you.
- 15.1.15. Plus Points is a promotion by Killgerm Chemicals Ltd Wakefield Road, Ossett, WF5 9AJ. All Plus Points belong to Killgerm Chemicals Ltd

## 15.2. COLLECTING POINTS

- 15.2.1. When you purchase goods or services from Killgerm, you will receive Plus Points if you are registered.
- 15.2.2. You will receive two Plus Points for every £1 spent (excluding VAT and delivery charges).
- 15.2.3. From time to time, special offers will be made involving additional Plus Points. These will be notified on www.killgerm.com and/or by e-mail and notices in the press.
- 15.2.4. Plus Points cannot be exchanged for cash. Redeemable value 0.001p.
- 15.2.5. Plus Points will usually be added to a valid account as soon as possible after you buy products and services included in the scheme. There may be times when Killgerm adds points at a later date at its discretion.
- 15.2.6. During additional Plus Points events, items purchased which are already included in additional Plus Points promotions are excluded.
- 15.2.7. Check individual promotions for exclusions and websites for additional Plus Points offers, which are offered periodically.
- 15.2.8. Plus Points are not available on VAT or delivery charges.
- 15.2.9. Plus Points will be banked and can be saved towards more valuable goods.
- 15.2.10. Plus Points cannot be applied on products that are given free-of-charge.
- 15.2.11. Plus Points must be redeemed within two years from the year end in which they were earned.

## 15.3. SPENDING POINTS

- 15.3.1. Please go to www.killgerm.com, the catalogue or the mobile App as this tells you what you can purchase with the points.
- 15.3.2. You cannot make a part payment of Plus Points towards a product or service. You must collect the full amount of points needed for the product you choose. These will be deducted from the total on your Plus Points account.
- 15.3.3. You won't qualify for Plus Points or extra Plus Points offers on products or services, which you pay for with Plus Points.
- 15.3.4. Killgerm Chemicals reserves the right to substitute or remove any products and services available for Plus Points collection and redemption.
- 15.3.5. To spend your Plus Points select your product and let the customer services representative know that you'd like to pay with your Plus Points. The total number of points will be deducted from your Plus Points account.
- 15.3.6. You cannot redeem Plus Points via the website or for cash.
- 15.3.7. Plus Points are only valid for three years from date of issue.
- 15.3.8. Plus Points can only be redeemed if your account is in good standing.
- 15.3.9. Plus Points cannot be redeemed for cash or used to pay invoices.

## 15.4. RETURNING GOODS THAT WERE PURCHASED USING OR EARNING PLUS POINTS

- 15.4.1. If you decide to return a product, Killgerm will deduct the Plus Points from your Plus Points account that you collected when you bought the product.
- 15.4.2. If a product you buy with points is faulty, please return it using the usual methods of return as specified in Killgerm's terms and conditions. If necessary Killgerm will re-credit your account with the right number of Plus Points. No cash refund will be given in these circumstances.
- 15.4.3. When returning goods from www.killgerm.com for credit Plus Points will be deducted from your account.

## 16. FORCE MAJEURE

- 16.1. 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, pandemic or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors, including the default of any carrier engaged by the Supplier in delivering the Goods.
- 16.2. In the event of a Force Majeure Event resulting directly or indirectly in interfering with the means of production or transit of either raw or finished materials or otherwise affects the performance of the Contract by the Supplier the delivery of the Goods sold under the Contract or the performance of any other obligation on the part of the Supplier may be wholly or partially suspended by the Supplier who shall be entitled to be paid forthwith by the Customer for all service provided and Goods supplied up to the time of suspension or abandonment of the work.

## 17. WRITTEN COMMUNICATIONS

Applicable laws require that some of the information or communication the Supplier sends to the Customer should be in writing. When using the Supplier's website, the Customer accepts that communication with the Supplier will be mainly electronic. The Supplier will contact the Customer by e-mail or provide the Customer with this electronic means of communication and acknowledges that all contracts, notices, information and other communications that the Supplier provides to the Customer electronically comply with any legal requirement that such communications be in writing. This condition does not affect the Customers statutory rights.

## 18. NOTICES

- 18.1. 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, recorded delivery, commercial courier, fax or e-mail.
- 18.2. A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 18.1; 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 fax or e-mail, one Business Day after transmission.
- 18.3. The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

## 19. SEVERANCE

- 19.1. 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.
- 19.2. 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.

## 20. VARIATION

- 20.1. The Supplier may, from time to time and without notice, change the Goods in order to comply with any applicable safety or statutory requirements, provided that such changes do not materially affect the nature, scope of, or the charges for the Services. If the Supplier requests a change to the scope of the Goods for any other reason, the Customer shall not unreasonably withhold or delay consent to it.
- 20.2. The Supplier reserves the right to revise and amend these Conditions from time to time for reasons including changes in market conditions affecting the Supplier's business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in the Supplier's capabilities.
- 20.3. The Customer will be subject to the Conditions in force at the time that it places an Order, unless any change to the Conditions is required to be made by law or governmental authority (in which case it will apply to Orders previously place by the Customer), or, if the Supplier notifies the Customer of the changes to the Conditions before the Supplier accepts the Order in accordance with clause 3.4 (in which case the Supplier has the right to assume that the Customer has accepted the change to the Conditions, unless the Customer notifies the Supplier to the contrary within 5 Business Days of receipt by the Customer of the Goods).
- 20.4. Subject to clauses 20.1 to 20.3 (inclusive), no variation of the Contract or these Conditions or of any of the documents referred to in them shall be valid unless it is in writing and signed by or on behalf of each of the parties.

## 21. WAIVER

- 21.1. A waiver of any right under the Contract is only effective if it is in writing and it applies only to the circumstances for which it is given. No failure or delay by a party in exercising any right or remedy under the Contract or by law shall constitute a waiver of that (or any other) right or remedy, nor preclude or restrict its further exercise. 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.
- 21.2. Unless specifically provided otherwise, rights arising under the Contract are cumulative and do not exclude rights provided by law.

## 22. ASSIGNMENT

- 22.1. The Customer shall not, without the prior written consent of the Supplier, assign, transfer, charge, mortgage, subcontract, declare a trust of or deal in any other manner with all or any of its rights or obligations under the Contract.
- 22.2. The Supplier may at any time assign, transfer, charge, mortgage, subcontract, declare a trust of or deal in any other manner with all or any of its rights under the Contract and may subcontract or delegate in any manner any or all of its obligations under the Contract to any third party or agent.
- 22.3. Each party that has rights under the Contract is acting on its own behalf and not for the benefit of another person.

## 23. NO PARTNERSHIP OR AGENCY

Nothing in the Contract is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.

## 24. RIGHTS OF THIRD PARTIES

A person who is not a party to the Contract shall not have any rights under or in connection with it.

## 25. GOVERNING LAW AND JURISDICTION

- 25.1. 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.
- 25.2. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of, or in connection with, the Contract or its subject matter or formation (including non-contractual disputes or claims).

## 26. DISPUTE RESOLUTION

- 26.1. The Supplier and Customer shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with this agreement within 10 Business Days of either party notifying the other of the dispute such efforts shall involve the escalation of the dispute to the finance director of the Supplier.
- 26.2. Nothing in this dispute resolution procedure shall prevent the parties from seeking from any court of the competent jurisdiction an interim order restraining the other party from doing any act or compelling the other party to do any act
- 26.3. If the dispute cannot be resolved by the parties any dispute over £10,000 shall be referred to mediation pursuant to the procedure set out in this clause unless the Supplier considers that the dispute is not suitable for resolution by mediation.
- 26.4. The performance of the Contract shall not be suspended, cease or be delayed by the reference of a dispute to mediation and the Customer shall comply fully with the requirements of this agreement at all times.
- 26.5. The procedure for mediation and consequential provisions relating to mediation are as follows:
- 26.5.1. a neutral adviser or mediator (Mediator) shall be chosen by the Supplier within 10 business days after a request by one party to the other.
- 26.5.2. Unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the parties in any future proceedings.
- 26.5.3. If the parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the parties once it is signed by their duly authorised representatives.
- 26.5.4. Failing agreement, either of the parties may invite the Mediator to provide a non-binding but informative opinion in writing. Such an opinion shall be provided on a 'without prejudice' basis and shall not be used in evidence in any proceedings relating to the agreement without the prior written consent of both parties.
- 26.5.5. If the parties fail to reach agreement in the structured negotiations within 60 Business Days of the Mediator being appointed, or such longer period as may be agreed by the parties, then any dispute or difference between them may be referred to the Courts.

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