



## General Terms, Conditions & Warranty

### Updated June 2016

These conditions form the basis of our contract with you. They enable us to establish a level of risk and define our mutual obligations. These are taken into account and reflected in the prices we charge for our goods and services.

Placement of order implies agreement with the conditions and warranty detailed herein, unless specifically agreed otherwise in writing beforehand.

If in doubt please call to discuss before trading with us.

#### 1. General

In these conditions:

- (a) 'the Company' means **DISPLAY MANUFACTURING UK LTD (07352610)**
- (b) The 'Goods' and 'Service' and 'Products' means the articles or things sold and supplied by the Company.
- (c) The 'Customer' means the person, firm or Company ordering the Goods, Services or Products.
- (d) The 'Order' includes not only any Order made on the Company's official order form but any Order made by the Customer in any other form whatsoever the Company may in its absolute discretion choose to accept.
- (e) 'Company's Premises' means the Premises mentioned in the Company's quotation or other contractual document or if not so mentioned means the Company's premises in Europe.
- (f) The 'Contract' means any contract for the sale or supply of goods or services by the Company to the Customer.

#### 2. Existence of Contract

- (a) These conditions, updated June 2016, alone constitute the entire agreement between the parties and supersede all prior dealings, negotiations, representations, agreements or understandings whether written or oral, expressed or implied. No variation or addition to these conditions shall be effective unless in writing signed by an authorised representative of the Company.
- (b) These conditions shall apply to all contracts made by, or with, the Company unless varied in writing and signed by an authorised representative of the Company. These conditions shall be incorporated in the Contract to the exclusion of any terms or conditions stipulated or referred to by the customer.
- (c) Any order by the Customer shall constitute acceptance of these conditions.

#### 3. Specifications

- (a) Illustrations and drawings in catalogues, brochures, and price lists and advertising material are only an indication of the type of goods or services offered. No specification, price or other particulars contained therein shall be binding on the Company.
- (b) The Company reserves the right to make such alterations in construction, design, operating parameters, materials and packaging as the Company considers desirable without prior notice.
- (c) The Customer warrants that he has not relied upon the skill or judgement of the Company in the selection of the goods or services as to their fitness for any particular purpose.
- (d) The Customer's approval of 'first offs' and samples represents acceptance that the goods are as required.

#### **4. Confidentiality**

(a) Any of the Company's specifications, plans, drawings, know-how or other confidential information, whether of a technical or commercial nature which may be passed or come into the possession of the Customer shall not be used by the Customer other than for the purpose of the Contract and shall not be disclosed to any other person, firm or Company whatsoever.

(b) Such specifications, plans, drawings or documents and any reproductions thereof by the Customer other than for the purpose of the contract shall not be disclosed to any other person, firm or company whatsoever.

(c) Such specifications, plans, drawings or documents, descriptions and other information submitted by the Company together with the copyright therein shall be returned to the Company on demand.

(d) All specifications, plans, drawings, documents descriptions and other information submitted by the Company shall remain the Company's property together with the copyright therein.

(e) The Company reserves the right to claim costs and damages from the Customer should a breach of confidentiality occur.

#### **5. Design and Industrial Copyright**

Where the goods are made, or, material supplied to the customers own specifications, pattern or design, the customer warrants or undertakes full responsibility for the suitability of the product and likeness of the specification, pattern for design thereof and also warrants that any drawings, designs technical data furnished or given by the customer shall not be such as to cause the Company to infringe letters patent, registered designs, trademarks or other rights belonging to third parties.

#### **6. Prices**

(a) Any prices quoted are valid for 30 days from the date of the quotation, thereafter the Company may alter the price without prior notice to the Customer and any order received by the Company after such date shall be governed by the price ruling at the date of receipt of the order.

(b) The Company further reserves the right to alter the price quoted to take account of the increases in costs including labour, overheads, transportation, raw materials, and the fluctuation of exchange rates between the quotation date and the date of delivery of the goods.

(c) Unless expressly stated to the contrary any price quoted does not include carriage costs, value added tax or any other tax to which the transaction may be subject.

(d) The contract price does not include the cost of packaging of goods or materials in any particular way unless specifically stated.

(e) It is the customer's responsibility to confirm all details of order acknowledgments are correct, and amend if necessary, within 24 hours of receipt.

#### **7. Delivery**

(a) Delivery dates are estimates only, given by the Company in good faith, and are subject to change. Whilst the Company will make every effort to meet the dates no liability will attach to the Company for any delays or loss from failure to maintain them. Time of delivery is not the essence of the contract.

(b) In particular and without prejudice to the generality of the sub-contract (a) of this condition the Company shall not be liable for any delay in or failure of delivery caused by the unavailability of any raw materials or equipment or the customers' instructions or lack of them.

(c) Without prejudice to any other term of these conditions where the contract provides that goods or materials shall be delivered by an independent carrier, delivery of the goods or materials in question by the Company to the customer shall be deemed to be effected at the time of collection by or delivery to the carrier. In the event of goods or materials being collected by or on behalf of the customer, its servants or agents, such collection will constitute delivery to the customer.

(d) Delivery lead times given at quotation stage are subject to confirmation at time of placing order.

(e) Lead times are subject to change in instances where full or part payment with order is required.

## **8. Payment**

Account customers are those with an agreed credit facility, non-account customers have no such facility.

- (a) Non-account Customers will be required to pay for goods, prior to those goods being scheduled for production.
- (b) Account Customers have payment terms 30 days from end of month, unless agreed otherwise in writing.
- (c) Should order value exceed an agreed credit limit, the Customer may be required to pay the excess balance prior to goods being despatched.
- (d) A 2% charge will be added to the total order value for all Credit card payments.
- (e) The Company reserves the right to invoice for finished goods, and goods in production, should the Customer delay delivery.

## **9. Instalments**

- (a) The customer shall if required by the Company accept delivery by instalments, but, shall not be entitled to demand delivery by instalments.
- (b) In the event of the contract providing that goods shall be delivered, or work shall be completed by instalments, each instalment shall be considered to be a separate contract and construed as such in accordance with these conditions. In particular, failure by the customer to make payment by due date for any one instalment, for whatsoever reason, entitles the Company to suspend deliveries or work upon this or any other contract between the Company and the customer but without prejudice to any other rights the Company may have under the provisions of such contract.
- (c) In the case of partial completion of an order the Company shall be entitled to payment pro-rata in respect of all goods supplied without prejudice to the Company's rights should non completion be occasioned by the customer's acts or default.

## **10. Overdue Accounts**

The Company reserves the right to suspend deliveries, or production, and to charge interest on any invoice or account balance not paid by due date in accordance with paragraph 8(b) at an APR 3% above the base lending rate of the Bank of England, for the time being in force calculated from day to day, from the date of invoice to the date of or payment in full, whether before or after judgement.

## **11. Right of Set Off**

The Customer shall pay the purchase price in accordance with the terms of the contract and shall not be entitled to make any deductions, or set off, against such payments either in respect of any claim arising under this contract, or, any other contract made between the customer and the Company, or for any other reason.

## **12. Loss or Damage in Transit**

No liability in respect of goods lost, or damaged, in transit will attach to the Company unless:

- (a) In the case of goods delivered by independent contractors a claim is made in writing within 24h of delivery.
- (b) Where the goods are delivered by the Company a claim is made upon the Company in writing within 72h of delivery.
- (c) All delivery notes must be marked "Damaged".

## **13. The company's liability in respect of goods lost or damaged**

The company's liability in respect of goods lost or damaged in transit under Condition 12 of these conditions is limited to repair, or at its discretion, replacement.

## **14. Errors**

The Company reserves the right to correct any clerical or typographical errors made by its employees, agents or servants at any time.

## **15. Property**

- (a) Property of the goods shall not pass to the customer until such time as the goods have been paid for in full, and, all sums due to the Company under this contract between the Company and the customer shall also have been paid in full.
- (b) Upon the happening of the events in condition 18 hereof the Company shall be entitled to immediate return of the goods whether the Company chooses to terminate the contract, or not.

For this purpose the Customer shall assist the Company, its servants or agents, in gaining lawful access to any premises at which the goods are held.

#### **16. Responsibility for the Goods**

Risk in the goods shall pass to the customer on delivery.

#### **17. Samples and Prototypes**

All goods remain the property of the Company until payment is received in full. A grace period of 28 days will be granted for samples and prototypes. The Company reserves the right to invoice for goods that are not returned within 28 days, or, that have been damaged or modified in any way.

#### **18. Cancellation**

(a) The Company reserves the right to refuse cancellation of orders placed by customers and will refuse to accept any goods returned to the Company without prior permission.

(b) In respect of any goods returned to the Company with its permission, or the cancellation of any contract which is accepted at the sole discretion of the Company, the Customer shall be responsible for the original cost of transport to the Customer's premises, the removal of the goods and return transport, the value of materials used and work done by the Company prior to the date of cancellation, the value of all loss or damage incurred by the Company by reason of such cancellation, and for an administration/restocking charge of 15% of the total value of the contract price.

(c) Acceptance of any cancellation by the Company shall be without prejudice to any liabilities which shall have arisen under these conditions prior to the date of acceptance of cancellation, and, are subject to the goods being returned to the Company packaged in the same manner as they were originally sent.

(d) Cancellation of the contract will be effective only when confirmed by the Company in writing.

#### **19. Default**

(a) If during the currency of contract:

(i) Any distress or execution is levied against the Customers' property or assets.

(ii) The Customer (being an individual) makes or seeks to make any arrangement or composition with his creditors, or if any petition or receiving order in bankruptcy is presented against him.

(iii) The Customer (being a Company) any resolution or petition to wind up the Customers business (other than for amalgamation or reconstruction) is passed or presented or a manager or receiver of the Customers undertaking property or assets or any part thereof is appointed.

(iv) The equivalent of any of the foregoing events according to the law of the customers' place of business shall occur.

(v) The Customer is involved in any legal proceedings in which its solvency is questioned or is deemed to be unable to pay its debts.

(vi) The Customer ceases or threatens to cease trading.

(vii) The Customer makes default in any payment or commits any breach of any of its obligations hereunder, or, in connection with any other contract with the Company.

The Company shall be entitled forthwith, at its option, to terminate this contract and any other contract with the customer and /or to suspend deliveries under this contract and /or any other such contract without prejudice to any other rights the Company may possess against the customer for breach of this or any other contract.

(b) Any termination or suspension of contract shall not prejudice any of the rights which may have accrued to the Company, and in particular, on termination before completion of delivery of all the goods for whatever reason and without prejudice to any other rights the Company may possess, the Company shall be entitled to payment for such goods as the Company shall have supplied.

#### **20. Limitation of Liability**

The liability of the Company to the Customer for any loss or damage of whatsoever nature, and however caused, shall be limited to and in no circumstances shall exceed the invoice price of the goods.

## **21. Force Majeure**

In the event of delay, interruption or stoppage of the Company's business due directly or indirectly to hostilities, riot, civil commotion, strikes, lockout, industrial disputes (whether official or unofficial) legislation or official regulation, wilful damage or the unavailability of transport, power, materials or to natural causes such but not limited to act of God, earthquake, flood or tempest or to fire accident or theft or any other event outside the Company's control, the Company may forthwith suspend or postpone its obligations or any of them under this contract until such delay interruption or stoppage has ceased or determine this contract without prejudice to any right of action which it may have accrued prior to such termination. Where for such reasons the availability of the goods to the customer is delayed, the customer shall have delivery of the goods when so requested by the Company.

## **22. Licenses and Availability of Goods**

Contracts and orders are accepted subject to the Customer receiving the necessary license to purchase, or to use, and to the availability to the Company of required raw materials or instruments or other goods necessary for the production of the goods and for carrying out services.

## **23. Indemnity**

The Customer shall be liable for and shall indemnify and save harmless keep the Company against any expense liability loss/claim, proceedings, damages or costs whatsoever arising under any statute or at common law arising out of, or in the course of, or caused by, or in connection with the performance of this contract or the breach of any stipulation, obligation, undertaking, condition or warranty contained in this contract or negligence, nuisance or breach of statutory duty of the customer his servants or agents or sub-contractors however caused and whether directly or indirectly provided always that the customer shall not be called upon to indemnify the Company against any liability for personnel injury or death, loss or damage directly and solely caused by the wrongful act or omission of the Company its servants or agents for whose negligence the Company is liable at law.

## **24. Assignment**

- (a) The Company may assign the benefit of, or any right, or liability under this contract.
- (b) The Customer may not assign the benefit of, or any right, or liability under this contract without the prior written consent of the Company.

## **25. Waiver**

No failure delay or indulgence of the Company in exercising any power or right conferred upon it by these conditions or by statute or by common law shall operate as a waiver of any power or right and neither shall any single or partial exercise of such power or right preclude any other or further exercise thereof or the subsequent exercise of any other power or right.

## **26. Validity**

The invalidity or unenforceability for any reason of any part of these conditions shall not prejudice or affect the validity or enforceability of the remainder.

## **27. Serving of Notice and the Giving Of Consent**

Any notice, or consent, or the like required to be given by the Company to the Customer in connection with this contract shall be in writing and shall be sent by first class post, or e-mail, to last known address of the Customer and every such notice consent and alike shall be deemed to have been given at the time when in ordinary course of transmission it should have been delivered to the address to which it was sent.

## **28. Headings**

The headings in these conditions are intended for reference only and shall not affect their construction.

## **29. Conflict of Laws**

These conditions and the contract shall be subject to, and be construed in accordance with English Law and the courts of England and Wales shall have exclusive jurisdiction to hear and to determine any claim or action in respect of this contract.

### **30. Guarantee & Warranty**

- (a) Goods are supplied with a twelve (12) month warranty limited to material and manufacturing defects, unless explicitly stated in writing otherwise.
- (b) The warranty will begin from the date of supply.
- (c) The warranty states that each product will be free from defects in material and workmanship.
- (d) The warranty is of the 'Return to Base, Repair or Replacement' type. In the event of failure or defect, the Customer should send the goods back to the Company. The goods will be examined and tested to ascertain if any such defect or fault exists, in the event such fault or defect is identified the Company will, at its sole discretion repair or replace the goods, subject to all other conditions and sub-conditions herein being met. For the purpose of clarity, 'repair or replace' does not include any removal, or reinstallation activities, costs or expenses.
- (e) The warranty period will not be extended in the event the Company repairs or replaces the goods. The warranty will end 12 months from date of original supply regardless of any repair or replacement carried out, unless previously agreed in writing otherwise.
- (f) The decision either to repair or replace will be made at the Company's sole discretion.
- (g) The Customer must initially cover any costs incurred transporting the goods back to the Company. Should the fault be deemed to be of the Company's making a credit note, or refund, will be issued for reasonable transit cost.
- (h) Evidence of misuse or physical damage to the goods will invalidate warranties.
- (i) Warranties will be void should it transpire the goods have been used other than as intended.
- (j) The Company will not accept liability for, or reimburse costs associated with, any third party who undertakes work on goods, unless the Company has explicitly agreed in writing to do so, in advance.
- (k) In the event goods are produced to the Customers design, be they written or expressed by other means, should that design subsequently be found to be flawed, and the cause of failure or defect, warranties will be void.
- (l) The Company reserves the right to request an operating and usage report from the customer in order to evaluate failure conditions.
- (m) Warranties are applicable to the Customer only. They are not transferable and will not apply to any third party claim.
- (n) In the case of electrical goods this warranty only applies to products that have been installed and operated within correct electrical and environmental conditions. Installation guidelines must be followed and applicable standards conformed to. This includes temperature, humidity and power conditions. The Company cannot be held responsible for defects, damage or poor performance caused by unsuitable electrical supply conditions, including but not limited to supply spikes and over/under voltage.
- (o) This warranty does not apply to damage or failure as a result of Acts of God.
- (p) This is a limited warranty and excludes any incidental and consequential damages, such as loss of revenue, damage to property, or any other miscellaneous costs not previously mentioned.