

1. **Interpretation**
- 1.1 The definitions and rules of interpretation in this clause apply in these conditions.
- Acceptance** : acceptance of the relevant Software Module in accordance with condition 7.7.
- Agreement** : the document supplied by the Supplier and entitled 'Proposal'.
- Contract**: the Customer's order and the Supplier's acceptance of it or the signature by both parties of the Agreement in accordance with condition 3.3.
- Customer**: the person, firm or company who purchases the Deliverables from the Supplier.
- Deliverables** : the Equipment and/or the Software and/or the Services.
- Equipment**: the Equipment agreed in the Contract to be purchased by the Customer from the Supplier (including any part or parts of it).
- Intellectual Property Rights**: patents, rights to inventions, copyright and related rights, trade marks, trade names, domain names, rights in get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, moral rights, rights in confidential information (including without limitation 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.
- Services** : the services agreed in the Contract to be provided to the Customer by the Supplier.
- Software**: the software agreed in the Contract supplied to the Customer by the Supplier including any operating system installed on the Equipment.
- Software Module** : any one of the individual software programs in the Software.
- Supplier**: Computer Technical Services Limited trading as CTS Retail.
- VAT**: value added tax chargeable under English law for the time being and any similar additional tax.
- 1.2 Condition headings do not affect the interpretation of these conditions.
- 1.3 A reference to a law is a reference to it as it is in force for the time being taking account of any amendment, extension, application or re-enactment and includes any subordinate legislation for the time being in force made under it.
2. **Application of Conditions**
- 2.1 These conditions shall:
- 2.1.1 apply to and be incorporated in the Contract; and
- 2.1.2 prevail over any inconsistent terms or conditions contained in or referred to in the Customer's purchase order, confirmation of order, or specification, or implied by law, trade custom, practice or course of dealing.
- 2.2 No addition to, variation of, exclusion or attempted exclusion of any term of the Contract shall be binding on the Supplier unless in writing and signed by a duly authorised representative of the Supplier.
3. **Basis of Sale**
- 3.1 Any quotation is valid for a period of 30 days only, and the Supplier may withdraw it at any time by notice to the Customer.
- 3.2 Each order or acceptance of a quotation for Deliverables or signature of the Agreement by the Customer shall be deemed to be an offer by the Customer subject to these conditions. The Customer shall ensure that its order is complete and accurate.
- 3.3 A binding contract shall not come into existence between the Supplier and the Customer unless and until the Customer and the Supplier have both signed the Agreement or the Supplier issues a written order acknowledgement to the Customer, or the Supplier delivers the Equipment to the Customer (whichever occurs earlier).
- 3.4 The Supplier may deliver the Deliverables by separate instalments. Each separate instalment shall be invoiced and paid for in accordance with the provisions of the applicable Contract. Each instalment shall be a separate Contract and no cancellation or termination by either party of any one Contract relating to an instalment shall entitle the Customer to repudiate or cancel any other Contract or instalment.
- 3.5 No order which has been acknowledged by the Supplier may be cancelled by the Customer, except with the agreement in writing of the Supplier and provided that the Customer indemnifies the Supplier in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), damages, charges and expenses incurred by the Supplier as a result of cancellation.
- 3.6 Where the Contract so states, the supply of Software and certain Services shall be subject to the terms set out in the Supplier's software licence and support contract respectively. In the event of a conflict between the Contract and the software licence or the Contract and the support contract, the software licence and the support contract shall take precedence.
4. **Quantity and Description**
- 4.1 The quantity and description of the Deliverables shall be as set out in the Agreement or the Supplier's acknowledgement of order where there is no Agreement or (if there is no acknowledgement of order) quotation.
- 4.2 All samples, drawings, descriptive matter, specifications and advertising issued by the Supplier, and any descriptions or illustrations contained in the Supplier's catalogues or brochures are issued or published for illustrative purposes only and they do not form part of the Contract.

- 4.3 Any typographical, clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by the Supplier shall be subject to correction without any liability on the part of the Supplier.
- 4.4 The Supplier reserves the right (but does not assume the obligation) to make any changes in the specification of the Deliverables which are required to conform with any applicable legislation or, where the Deliverables is to be supplied to the Customer's specification, which do not materially affect their quality or performance.
- 4.5 The Supplier's employees, contractors and agents are not authorised to make any contractually binding representations concerning the Deliverables. In entering into the Contract, the Customer acknowledges that it does not rely on, and waives any claim for breach of, any such representations which have not been confirmed in writing by an authorised officer of the Supplier. However, nothing in these conditions limits the Supplier's liability for fraudulent misrepresentation.
- 4.6 Any advice or recommendation given by the Supplier or its employees, contractors or agents to the Customer or its employees, contractors or agents about the storage, application or use of the Equipment or the Software which is not confirmed in writing by an authorised officer of the Supplier is followed or acted on entirely at the Customer's own risk.
5. **Prices**
- 5.1 All prices shall be as stated in the Agreement or Supplier's acknowledgement of order where there is no Agreement. All prices are exclusive of delivery, packaging, packing, shipping, carriage, insurance, VAT and other charges and duties.
- 5.2 The prices for the Deliverables are based on the rate prevailing at the date that the Agreement is produced or the Supplier's acknowledgement of the order where there is no Agreement and the Supplier may increase the price to cover any increases due to market conditions (including, but not limited to, increases in foreign exchange rates relating to the Deliverables, or in labour, materials, supply or transportation costs) which affect the Supplier at the date of delivery.
- 5.3 The prices of the Deliverables shall be the price stated in the Agreement or Supplier's quoted price where there is no Agreement or, where no price has been quoted (or a quoted price is no longer valid), the price listed in the Supplier's price list current at the date of acceptance of the order.
- 5.4 The Supplier reserves the right, by giving notice to the Customer at any time before delivery, to increase the price of such of the Deliverables as has not been delivered or supplied to reflect any increase in the cost to the Supplier which is due to any factor beyond the control of the Supplier (including any foreign exchange fluctuation, currency regulation, alteration of duties, change in legislation, significant increase in the costs of labour, materials or other costs of manufacture), any change in delivery dates, quantities or specifications for the Deliverables which is requested by the Customer, or any delay caused by any instructions of the Customer or failure of the Customer to give the Supplier adequate information or instructions.
- 5.5 The Supplier reserves the right by giving notice to the Customer to increase the price for Deliverables paid on a continuous basis at any time.

6. **Payment**

- 6.1 Subject to any special terms agreed in writing between the Customer and the Supplier, the Supplier may invoice the Customer for :
- 6.1.1 the price of the Equipment on or at any time after delivery of the Deliverables unless:
- (a) the Equipment is to be collected by the Customer; or
- (b) the Customer wrongfully fails to take delivery of the Equipment,
- and in either case the Supplier shall be entitled to invoice the Customer for the price at any time after the Supplier has notified the Customer that the Equipment is ready for collection.
- 6.1.2 the price of the Software on or at anytime after installation of the Software unless:
- (a) the Customer is installing the Software in which case the Supplier may invoice the price at the same time as it invoices for the Equipment;
- (b) the Agreement or the Supplier's acknowledgement of order states that the Software is to be paid for periodically in which case the Supplier shall be entitled to invoice the Customer in accordance with the Agreement or the Supplier's acknowledgement of order.
- (c) the Agreement or the Supplier's acknowledgement of order states that the Software Services (or any part of them)\_ are to be subject to acceptance tests in which case the Supplier may invoice or commence invoicing on the date of Acceptance.
- 6.1.3 the price of the Services on completion of the Services or earlier where specified in the Agreement or the Supplier's acknowledgement of order.
- 6.2 The Customer shall pay the Supplier's invoice within 30 days of the date of the Supplier's invoice, whether or not delivery or performance of the Deliverables has taken place or title in the Equipment has passed to the Customer.

- 6.3 Time for payment of the price shall be of the essence of the Contract.
- 6.4 If the Customer fails to make payment in full on the due date, the whole of the balance of the price for the Deliverables then outstanding shall become immediately due and payable and, without prejudice to any other right or remedy available to the Supplier, the Supplier may:
- 6.4.1 terminate the Contract or suspend any further supplies of Deliverables (whether ordered under the same contract or not) to the Customer;
  - 6.4.2 appropriate any payment made by the Customer to such of the Deliverables (or the Deliverables supplied under any other contract between the Customer and the Supplier) as it thinks fit (despite any purported appropriation by the Customer);
  - 6.4.3 claim interest under the Late Payment of Commercial Debts (Interest) Act 1998;
  - 6.4.4 suspend the Customer's use of the Software;
  - 6.4.5 suspend all delivery, installation or warranty service until payment has been made in full.
  - 6.4.6 make a storage charge for any undelivered Equipment at its current rates from time to time;
  - 6.4.7 a general lien on all Equipment and property belonging to the Customer, exercisable in respect of all sums lawfully due from the Customer to the Supplier. The Supplier shall be entitled, on the expiry of 14 days' notice in writing, to dispose of such Equipment or property in such manner and at such price as it thinks fit and to apply the proceeds towards the amount outstanding.
- 6.5 All sums payable to the Supplier under the Contract shall become due immediately on its termination, despite any other provision of the Contract. This condition 6.5 is without prejudice to any right to claim for interest under the law, or any right under the Contract.
- 6.6 The Supplier may, without prejudice to any other rights it may have, set off any liability of the Customer to the Supplier against any liability of the Supplier to the Customer.
- 7. Delivery and Acceptance**
- 7.1 The Supplier shall use its reasonable endeavours to deliver/perform the Deliverables on the date or dates specified in the Agreement or the Supplier's acknowledgement of order where there is no Agreement, but any such date is approximate only. If no dates are so specified, supply shall be within a reasonable time of the date of the Agreement or acceptance of the order. Time is not of the essence as to the delivery/performance of the Deliverables and the Supplier is not liable for any delay in delivery/performance, however caused.
- 7.2 The Deliverables may be delivered/performed by the Supplier in advance of the quoted delivery date on giving reasonable notice to the Customer.
- 7.3 Delivery/performance shall be made during normal business hours (excluding bank or public holidays). The Supplier may levy additional charges for any deliveries made outside such hours at the Customer's request.
- 7.4 The Customer shall be responsible (at the Customer's cost) for preparing the delivery location for the delivery of the Equipment and for the provision of all necessary access and facilities reasonably required to deliver and install the Equipment and/or Software and perform the Services. If the Supplier is prevented from carrying out delivery, installation or performance on the specified date because no such preparation has been carried out, the Supplier may levy additional charges to recover its loss arising from this event.
- 7.5 Subject to condition 7.7 the Customer shall be deemed to have accepted the Equipment and/or Software when the Customer has had 7 days to inspect and test it after delivery and has not exercised in writing its right of rejection in accordance with condition 10.
- 7.6 The Supplier shall be responsible for any damage, shortage or loss in transit, provided that the Customer notifies it to the Supplier (or its carrier, if applicable) within three days of delivery or the proposed delivery date of the Equipment and that the Equipment has been handled in accordance with the Supplier's stipulations. Any remedy under this condition 7.6 shall be limited, at the option of the Supplier, to the replacement or repair of any Equipment which is proven to the Supplier's satisfaction to have been lost or damaged in transit.
- 7.7 Where the Contract states that any Software Module is subject to acceptance tests the following provisions shall apply :
- 7.7.1 the Customer shall carry out the agreed acceptance tests ('acceptance tests') for each relevant Software Module within ten days of its delivery date (or installation date where the Supplier is to install the Software). The Customer shall give the Supplier at least 48 hours' notice of the start of the acceptance tests and permit the Supplier to observe all or any part of the testing;
  - 7.7.2 if any Software Module fails to pass the acceptance tests, the Customer shall within five days from the completion of the acceptance tests provide a written notice to this effect, giving details of such failures. The Supplier shall remedy the defects and/or deficiencies and the relevant test(s) shall be repeated within ten days of the Supplier notifying the Customer that the defects and/or deficiencies have been remedied;
  - 7.7.3 if any Software Module fails in some material respect to pass any repeated acceptance tests following its second submission to such tests then the Customer may, by written notice to the Supplier, choose at its sole discretion:
    - (a) to fix a new date for carrying out further tests on the Software Module on the same terms and conditions and if the tests are failed then the Customer shall be entitled to conduct a repeat test or to proceed under conditions 7.7.3 (b) or 7.7.3 (c); or
    - (b) agree to accept the Software Module ; or
    - (c) if the Supplier is unable to correct material defects within a period of six months from the commencement of the

- acceptance tests under condition 7.7.1, to reject the Software Module as not being in conformity with the Contract.
- 7.7.4 Acceptance of the Software Modules shall be deemed to have occurred on whichever is the earliest of :
- (a) the signing by the customer of the Acceptance Certificate for that Software Module; or
  - (b) the expiry of five days after completion of all the acceptance tests unless the Customer has given written notice under condition 7.7.2;
  - (c) the expiry of ten days after the delivery date (or installation date where the Supplier is to install the Software and is permitted to do so by the Customer) of the Software Module if the acceptance tests have not been started or pursued with due diligence;
  - (d) the use of the Software by the Customer in the course of its business.
8. **Risk and Property**
- 8.1 The Equipment shall be at the risk of the Supplier until delivery to the Customer at the place of delivery specified in the Agreement or Supplier's acknowledgement of order where there is no Agreement. The Supplier shall off-load the Equipment at the Customer's risk.
- 8.2 Ownership of the Equipment shall pass to the Customer on the later of completion of delivery (including off-loading), or when the Supplier has received in full in cleared funds all sums due to it in respect of:
- 8.2.1 the Equipment; and
  - 8.2.2 all other sums which are or which become due to the Supplier from the Customer on any account.
- 8.3 Until ownership of the Equipment has passed to the Customer under condition 8.2, the Customer shall:
- 8.3.1 hold the Equipment on a fiduciary basis as the Supplier's bailee;
  - 8.3.2 store the Equipment (at no cost to the Supplier) in satisfactory conditions and separately from all the Customer's other equipment or that of a third party, so that it remains readily identifiable as the Supplier's property;
  - 8.3.3 not destroy, deface or obscure any identifying mark or packaging on or relating to the Equipment; and
  - 8.3.4 keep the Equipment insured on the Supplier's behalf for its full price against all risks to the reasonable satisfaction of the Supplier, and hold the proceeds of such insurance on trust for the Supplier and not mix them with any other money, nor pay the proceeds into an overdrawn bank account.

- 8.4 The Customer's right to possession of the Equipment before ownership has passed to it shall terminate immediately if any of the circumstances set out in condition 15 arise or if the Customer encumbers or in any way charges the Equipment, or if the Customer fails to make any payment to the Supplier on the due date.
- 8.5 The Customer grants the Supplier, its agents and employees an irrevocable licence at any time to enter any premises where the Equipment is or may be stored in order to inspect it, or where the Customer's right to possession has terminated, to remove it. All costs incurred by the Supplier in repossessing the Equipment shall be borne by the Customer.
- 8.6 On termination of the Contract for any reason, the Supplier's (but not the Customer's) rights in this condition 8 shall remain in effect.
- 8.7 The Supplier may appropriate payments by the Customer to such Equipment as it thinks fit, notwithstanding any purported appropriation by the Customer to the contrary, and may make such appropriation at any time.
9. **Software Licence and Software Support**
- 9.1 The Customer shall have the right to use the Software in accordance with the relevant software licence.
- 9.2 If the Customer is provided with any software licence in respect of the Software, the Customer shall sign and return it to the Supplier within seven days of installation of the software, unless the licence has been supplied on a "shrink-wrap" or "click-wrap" basis.
- 9.3 If no software licence has been provided to the Customer, the Customer hereby accepts a non-exclusive, non-transferable licence to use the Software on the following conditions:
- 9.3.1 the Customer shall not copy (except to the extent permissible under applicable law or for normal operation of the Equipment), reproduce, translate, adapt, vary or modify the software, nor communicate it to any third party, without Supplier's prior written consent;
  - 9.3.2 the Customer shall not use the Software on any equipment other than the Equipment, and shall not remove, adapt or otherwise tamper with any copyright notice, legend or logo which appears in or on the Software on the medium on which it resides;
  - 9.3.3 such licence shall be terminable by either party 28 days' written notice, provided that the Supplier terminates only if the continued use or possession of the Software by the Customer infringes the developer's or a third party's rights, or the Supplier is compelled to do so by law, or if the Customer has failed to comply with any term of the Contract; and
  - 9.3.4 on or before the expiry of this licence, the Customer shall return to the Supplier all copies of the Software in its possession.
- 9.4 If the Customer is provided with a support contract in respect of the Services (where part or parts of such Services are software support services), the Customer shall sign and return it to the Supplier within seven days of being requested to do so.

10. **Warranty**
- 10.1 The Supplier is not the manufacturer of the Equipment, the Supplier shall use reasonable endeavours to transfer to the Customer the benefit of any warranty or guarantee given by the manufacturer to the Supplier. Where the Supplier is unable to do so, the Supplier warrants to the Customer that the Equipment is free from defects of workmanship and materials. The Supplier undertakes (subject to the remainder of this condition 10), at its option, to repair or replace Equipment (other than consumable items) which is found to be defective as a result of faulty materials or workmanship within six months of delivery and installation.
- 10.2 The Supplier shall not be liable for a breach of the warranty contained in condition 10.1 unless:
- 10.2.1 the Customer gives written notice of the defect to the Supplier within seven days of the time when the Customer discovers or ought to have discovered the defect; and
- 10.2.2 after receiving the notice, the Supplier is given a reasonable opportunity of examining such Equipment and the Customer (if asked to do so by the Supplier) returns such Equipment to the Supplier's place of business at the Supplier's cost for the examination to take place there.
- 10.3 The Supplier shall not be liable for a breach of the warranty in condition 10.1 if:
- 10.3.1 the Customer makes any use of Equipment in respect of which it has given written notice under condition 10.2.1; or
- 10.3.2 the defect arises because the Customer failed to follow the Supplier's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Equipment or (if there are none) good trade practice; or
- 10.3.3 the Customer alters or repairs the relevant Equipment without the written consent of the Supplier.
- 10.4 Any repaired or replacement Equipment shall be under warranty for the unexpired portion of the six-month period.
- 10.5 The Supplier shall not be liable for any damage or defect to the Equipment caused by improper use of the Equipment or use outside its normal application.
- 10.6 The Supplier warrants that the Services will be carried out with reasonable care and skill.
11. **Remedies**
- 11.1 The Supplier shall not be liable for any non-delivery of Equipment (even if caused by the Supplier's negligence) unless the Customer notifies the Supplier in writing of the failure to deliver within seven days after the scheduled delivery date.
- 11.2 Any liability of the Supplier for non-delivery of the Equipment and/or Software or non-performance of the Services shall be limited to replacing the Equipment and/or Software or performing the Services within a reasonable time or issuing a credit note at the pro rata contract rate against any invoice raised for such Deliverables. Any liability of the Supplier for non payment of the Services shall be limited to performing the Services within a reasonable time or issuing a credit note.
- 11.3 If the Supplier's performance of its obligations under the Contract is prevented or delayed by any act or omission of the Customer (other than by reason of a Force Majeure Event under condition condition14), the Customer shall be liable to pay to the Supplier all reasonable costs, charges or losses sustained by it as a result, subject to the Supplier notifying the Customer in writing of any such claim it might have against the Customer in this respect.
- 11.4 In the event of any claim by the Customer under the warranty given in condition 10.1, the Customer shall notify the Supplier in writing of the alleged defect. The Supplier shall have the option of testing or inspecting the Equipment at its current location or moving it to the Supplier's premises (or those its agent or sub-contractor) at the cost of the Supplier. If the Customer's claim is subsequently found by the Supplier to be outside the scope or duration of the warranty in condition 10, the costs of transportation of the Equipment, investigation and repair shall be borne by the Customer.
12. **Limitation of Liability**
- 12.1 The following provisions set out the entire financial liability of the Supplier (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Customer in respect of:
- 12.1.1 any breach of the Contract; and
- 12.1.2 any representation, statement or tortious act or omission (including negligence) arising out of or in connection with the Contract.
- 12.2 All warranties, conditions and other terms implied by statute or common law are excluded from the Contract to the fullest extent permitted by law.
- 12.3 Nothing in these conditions excludes or limits the liability of the Supplier for:
- 12.3.1 death or personal injury caused by the Supplier's negligence; or
- 12.3.2 fraud or fraudulent misrepresentation.
- 12.4 Subject to condition 12.3:
- 12.4.1 the Supplier shall not be liable for any loss of profits, loss of business, loss of data, depletion of goodwill or similar losses or pure economic loss or for any special, indirect or consequential loss, costs, damages, charges or expenses howsoever arising; and
- 12.4.2 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 price payable for the Deliverables under condition 5.

13. **Intellectual Property Rights**

13.1 If the Supplier manufactures the Equipment, or applies any process to it, or develops the Software, in accordance with a specification submitted or prepared by the Customer or any other information provided by the Customer, the Customer shall indemnify and keep indemnified the Supplier against all losses, damages, costs, claims, demands, liabilities and expenses (including without limitation consequential losses, loss of profit and loss of reputation, and all interest, penalties and legal and other professional costs and expenses) awarded against or incurred by the Supplier in connection with, or paid or agreed to be paid by the Supplier in settlement of, any claim for infringement of any third party Intellectual Property Rights which results from the Supplier's use of the Customer's specification or such other information. The indemnity shall apply whether or not the Customer has been negligent or at fault and does not limit any further compensation rights of the Supplier.

13.2 The Customer acknowledges that all Intellectual Property Rights used by or subsisting in the Equipment and the Software are and shall remain the sole property of the Supplier or (as the case may be) third party rights, owner.

13.3 The Supplier shall retain the property and copyright in all documents supplied to the Customer in connection with the Contract and it shall be a condition of such supply that the contents of such documents shall not be communicated either directly or indirectly to any other person, firm or company without the prior written consent of the Supplier.

13.4 The Supplier's Intellectual Property Rights in and relating to the Deliverables shall remain the exclusive property of the Supplier or (as the case may be) third party rights owner, and the Customer shall not at any time make any unauthorised use of such Intellectual Property Rights, nor authorise or permit any of its agents or contractors or any other person to do so.

13.5 In relation to the Software:

13.5.1 the Customer acknowledges that it is buying only the media on which the software is recorded and the accompanying user manuals;

13.5.2 nothing contained in these conditions shall be construed as an assignment of any Intellectual Property Rights in the Software or user manuals; and

13.5.3 the Customer shall be subject to the rights and restrictions imposed by the owner of the Intellectual Property Rights in the Software and user manuals, and shall comply with all licence agreements, terms of use and registration requirements relating to them.

14. **Confidentiality and Supplier's Property**

14.1 The Customer shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to the Customer by the Supplier or its agents, and any other confidential information concerning the Supplier's business or its products which the Customer may obtain. The Customer shall restrict disclosure of such confidential material to such of its employees, agents or sub-contractors as need to know the same for the purpose of discharging the Customer's obligations to the Supplier, and shall ensure that

such employees, agents or sub-contractors are subject to obligations of confidentiality corresponding to those which bind the Customer.

14.2 All materials, Equipment and tools, drawings, specifications and data supplied by the Supplier to the Customer shall at all times be and remain the exclusive property of the Supplier, but shall be held by the Customer in safe custody at its own risk and maintained and kept in good condition by the Customer until returned to the Supplier, and shall not be disposed of or used other than in accordance with the Supplier's written instructions or authorisation.

14.3 This condition 14 shall survive termination of the Contract, however arising.

15. **Termination**

15.1 Without prejudice to any other right or remedy available to the Supplier, the Supplier may terminate the Contract or suspend any further deliveries under the Contract without liability to the Customer and, if the Deliverables have been delivered but not paid for, the price shall become immediately due and payable notwithstanding any previous agreement or arrangement to the contrary if:

15.1.1 the ability of the Customer to accept delivery or performance of the Deliverables is delayed, hindered or prevented by circumstances beyond the Customer's reasonable control; or

15.1.2 an order is made or a resolution is passed for the winding up of the Customer, or circumstances arise which entitle a court of competent jurisdiction to make a winding-up order in relation to the Customer; or

15.1.3 an order is made for the appointment of an administrator to manage the affairs, business and property of the Customer, or documents are filed with a court of competent jurisdiction for the appointment of an administrator of the Customer, or notice of intention to appoint an administrator is given by the Customer or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986); or

15.1.4 a receiver is appointed of any of the Customer's assets or undertaking, or if circumstances arise which entitle a court of competent jurisdiction or a creditor to appoint a receiver or manager of the Customer, or if any other person takes possession of or sells the Customer's assets; or

15.1.5 the Customer makes any arrangement or composition with its creditors, or makes an application to a court of competent jurisdiction for the protection of its creditors in any way, or becomes bankrupt; or

15.1.6 the Customer ceases, or threatens to cease, to trade; or

15.1.7 the Customer takes or suffers any similar or analogous action in any jurisdiction in consequence of debt.

15.2 Termination of the Contract, however arising, shall not affect or prejudice the accrued rights of the parties as at termination or the continuation of any provision expressly stated to survive or implicitly surviving termination.

16. **Force Majeure**

The Supplier reserves the right to defer the date of delivery, or to cancel the Contract or reduce the amount of Equipment and Software ordered or Services performed, if it is prevented from or delayed in carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including without limitation strikes, lock-outs or other industrial disputes (whether involving the workforce of the Supplier or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub-contractors (Force Majeure Event).

17. **General**

- 17.1 A waiver of any right under the Contract is only effective if it is in writing and signed by or on behalf of the waiving party, and it applies only to the party to whom the waiver is addressed and the circumstances for which it is given. Unless specifically provided otherwise, rights arising under the Contract are cumulative and do not exclude rights provided by law.
- 17.2 If any provision of this agreement (or part of a provision) is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions shall remain in force.
- 17.3 Each of the parties acknowledges and agrees that in entering into the Contract it does not rely on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to this agreement or not) relating to the subject matter of this agreement other than as expressly set out in the Contract.
- 17.4 The Customer shall not, without the prior written consent of the Supplier, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Contract. The Supplier may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Contract.
- 17.5 The Contract is made for the benefit of the parties to it and (where applicable) their successors and permitted assigns, and is not intended to benefit, or be enforceable by, anyone else.
- 17.6 Any notice required to be given pursuant to this agreement shall be in writing and shall be delivered by hand or sent by pre-paid first-class post or recorded delivery post to the address of the party as set out in these conditions, or such other address as may be notified by one party to the other. A notice delivered by hand is deemed to have been received when delivered (or, if delivery is not in business hours, 9.00 am on the first business day following delivery). A correctly addressed notice sent by pre-paid first-class post or recorded delivery post shall be deemed to have been received at the time at which it would have been delivered in the normal course of post.
- 17.7 The Contract and any disputes or claims arising out of or in connection with its subject matter are governed by and construed in accordance with the law of England.
- 17.8 The parties irrevocably agree that the courts of England have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the Contract.

## 18. Returns Policy

If you need to return your purchase, you will need to contact us first via our contact page or by calling 01793 432234. We will then advise you on how to return your item back to us.

We do not warrant the suitability of goods for a particular purpose, and you should check specifications and suitability with manufacturers before ordering. A restocking fee of up to 25% of the returned goods value may be charged.

Under NO CIRCUMSTANCES should you just send any goods back to us without contacting us first.

The package MUST be returned in as new condition for a full refund, if items are damaged and we cannot resell them then we may deduct these costs from the refund amount.

To return an item, please enclose a note giving the reason for the return, wrap the package securely and send the package to the address we give you. In the case of a defective product, please provide a full description of the fault and return the defective item in its original box (if any), with all warranty cards, licenses, manuals and accessories. For your protection we recommend that you use a recorded-delivery service.

Delivery charges, if you are returning an item because of an error on our part or because it is defective, we will be happy to refund the delivery charges incurred in sending the item to you. Otherwise you will be responsible for those charges and the costs of any other services provided to you in connection with your purchase.

Our returns policy does not affect your statutory rights.

Thank you for your understanding and please use our contact page for any queries you may have or call 01793 432234

## 19. Privacy Policy

CTS Retail are committed to protecting your privacy. This Privacy Policy covers your use of this websites [www.cts-retail.com](http://www.cts-retail.com) and [www.epospartners.co.uk](http://www.epospartners.co.uk) and explains our data processing practices and your options regarding the ways in which your personal data is used. If you have any requests concerning your personal information or any queries with regard to our processing please contact us at [sales@cts-retail.com](mailto:sales@cts-retail.com)

### Information Collected

We collect the details provided by you on registration together with information that we learn about you from your visits to our web site and other sites accessible from them. We also collect information about the transactions you undertake but do not hold your credit or debit card details.

We may collect additional information in connection with your participation in any promotions offered by us and any information that you may provide us with when giving us feedback or completing profile forms. We also monitor customer traffic patterns and site use which enables us to improve the service we provide.

### Use of your information and your preferences

We will use your information to provide and personalise our service. We will also use your contact details to communicate with you. We like to hear your views to help us improve our service. From time to time, we may contact you by post, email, telephone, SMS or fax to ask your opinions.

If you do not want to receive commercial communications from us, please email [sales@cts-retail.com](mailto:sales@cts-retail.com).

Please note that there will be instances where it will be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our service. If at any stage you want to stop receiving these or any other e-flyer(s) you will be given a chance to "unsubscribe" when receiving them.

We follow strict security procedures in the storage and disclosure of information which you have given us. This is to prevent unauthorised access or unlawful processing of your personal information. Our internal procedures cover the storage, access and disclosure of your information.

### Disclosure of your information

We will never pass your personal data to anyone else, except for any successors in title to our business and suppliers that process data on our behalf. We may also use and disclose information in aggregate (so that no individual customers are identified) for marketing and strategic development purposes.

We may disclose personal information if required to do so by law or in the good-faith belief that such action is necessary to: (i) conform to the edicts of the law or comply with legal process served on us; (ii) protect and defend our rights or property, the site or the users of [www.cts-retail.com](http://www.cts-retail.com) or [www.epospartners.co.uk](http://www.epospartners.co.uk); and (iii) act under exigent circumstances to protect the personal safety of users of [www.cts-retail.com](http://www.cts-retail.com) and [www.epospartners.co.uk](http://www.epospartners.co.uk) or the public.

### Other websites

Our web site may contain links to other web sites which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

### Cookies

"Cookies" are small pieces of information sent by a web server to a web browser, which enables the server to collect information from the browser. You can find out more about the way cookies work at <http://www.cookiecentral.com>. At [www.cts-retail.com](http://www.cts-retail.com) and [www.epospartners.co.uk](http://www.epospartners.co.uk) we use cookies to enable us to simplify the logging on process for registered users, to help ensure the security and authenticity of registered users and to provide the mechanisms for online shopping.

Whilst you do not need to allow your browser to accept cookies in order to browse much of our web site or to access many of our services, you must have cookies enabled if you wish to shop online at any of our stores or access any areas reserved for registered users.

Most browsers allow you to turn off the cookie function. If you want to know how to do this please look at the help menu on your browser. As described above this will restrict the [www.cts-retail.com](http://www.cts-retail.com) and [www.epospartners.co.uk](http://www.epospartners.co.uk) services that you can use.

**Access rights**

You have a right to access the personal data that is held about you. To obtain a copy of the personal information that [www.cts-retail.com](http://www.cts-retail.com) and [www.epospartners.co.uk](http://www.epospartners.co.uk) holds about you, please write to us at the following address: CTS Retail, Unit 1, Rivergate, Rivermead Drive, Westlea, Swindon SN5 7ET enclosing your postal details.

If at any time you believe that we have not adhered to this Privacy Policy, please notify us by e-mail at: [sales@cts-retail.com](mailto:sales@cts-retail.com) and we will use our reasonable efforts to promptly ascertain and remedy the problem.

**Changes**

If we change our Privacy Policy we will post changes on this page.

**Your rights**

In addition to the company's procedures, your personal data is protected in the UK by the Data Protection Act. This provides, amongst other things, that the data we hold about you should be processed lawfully and fairly and that it should be accurate, relevant and not excessive. The information should, where necessary, be kept up to date and not retained for longer than is necessary. It should be kept securely to prevent unauthorised access by other people. You have the right to see what is held about you and correct any inaccuracies.