

FULFIL Limited
STANDARD TERMS OF SALE

The Customer's attention is drawn in particular to the provisions of clause 9.

1. DEFINITIONS & INTERPRETATION

1.1 In these Terms, the following definitions apply:

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

Contract: the contract between Fulfil and the Customer for the sale and purchase of the Goods in accordance with these Terms.

Credit Account: means credit facilities provided by Fulfil to the Customer.

Customer: the person or firm who purchases the Goods from Fulfil.

Force Majeure Event: has the meaning given in clause 10.

Fulfil: Fulfil Limited a limited company (registered number 07868067) incorporated and registered in England and Wales whose registered office is at Maple House Mayflower Close, Chandlers Ford, Eastleigh, Hampshire, SO53 4AR.

Goods: the goods (or any part of them) set out in the Order.

Order: the Customer's order for the Goods, as set out in an email, fax or as communicated to Fulfil over the phone, as the case may be.

Terms: the terms and conditions set out in this document as amended from time to time in accordance with clause 11.6.

1.2 In these Terms, the following rules of interpretation apply:

- (a) A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- (b) A reference to a party includes its personal representatives, successors or permitted assigns.
- (c) 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.
- (d) 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.
- (e) A reference to **writing** or **written** includes faxes and e-mails.

2. BASIS OF CONTRACT

2.1 These Terms apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

2.2 The Order constitutes an offer by the Customer to purchase the Goods in accordance with these Terms. The Customer is responsible for ensuring that the terms of the Order are complete and accurate.

2.3 The Order shall only be deemed to be accepted when Fulfil dispatches the Goods, at which point the Contract shall come into existence.

2.4 The Contract constitutes the entire agreement between the parties. The Customer acknowledges that it has not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of Fulfil which is not set out in the Contract.

- 2.5 Except as expressly set out in these Terms, any samples, drawings, descriptive matter, or advertising produced by Fulfil and any descriptions or illustrations contained in Fulfil's product list, catalogue, brochure or website are produced for the sole purpose of giving an approximate idea of the Goods described in them. They shall not form part of the Contract or have any contractual force.

3. GOODS

- 3.1 The Goods are described in Fulfil's product list.
- 3.2 Fulfil reserves the right to amend the specification or ingredients of the Goods if required by any applicable statutory or regulatory requirements.

4. DELIVERY

- 4.1 Fulfil shall ensure that:
- (a) each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all relevant Customer and Fulfil reference numbers, the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and
 - (b) if Fulfil requires the Customer to return any packaging materials to Fulfil, that fact is clearly stated on the delivery note. The Customer shall make any such packaging materials available for collection at such times as Fulfil shall reasonably request. Returns of packaging materials shall be at Fulfil's expense.
- 4.2 Fulfil shall deliver the Goods to the location set out in the Order or such other location as the parties may agree (**Delivery Location**) at any time after Fulfil notifies the Customer that the Goods are ready.
- 4.3 Delivery of the Goods shall be completed on the Goods' arrival at the Delivery Location.
- 4.4 Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence. Fulfil shall not be liable for any delay in delivery of the Goods that is caused by a Force Majeure Event or the Customer's failure to provide Fulfil with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 4.5 If Fulfil fails to deliver the Goods, its liability shall be limited to the costs and expenses incurred by the Customer in obtaining replacement goods of similar description and quality in the cheapest market available, less the price of the Goods. Fulfil 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 Fulfil with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 4.6 If the Customer fails to accept delivery of the Goods within three Business Days of Fulfil notifying the Customer that the Goods are ready, then, except where such failure or delay is caused by a Force Majeure Event or Fulfil's failure to comply with its obligations under the Contract:
- (a) delivery of the Goods shall be deemed to have been completed at 9.00 am on the third Business Day after the day on which Fulfil notified the Customer that the Goods were ready; and
 - (b) Fulfil shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).
- 4.7 If 10 Business Days after the day on which Fulfil notified the Customer that the Goods were ready for delivery the Customer has not accepted delivery of them, Fulfil may resell or otherwise dispose of part or all of the Goods and, after deducting reasonable

storage and selling costs, account to the Customer for any excess over the price of the Goods or charge the Customer for any shortfall below the price of the Goods.

- 4.8 The Customer shall not be entitled to reject the Goods if Fulfil delivers up to and including 5% more or less than the quantity of Goods ordered, but a pro rata adjustment shall be made to the Order invoice on receipt of notice from the Customer that the wrong quantity of Goods was delivered.
- 4.9 Fulfil 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.

5. QUALITY

5.1 Fulfil warrants that:

- (a) it has (or will have at the relevant time) the right to sell the Goods;
- (b) the Goods correspond to any description of the Goods set out in any product list supplied by Fulfil to the Customer;
- (c) the Goods are of satisfactory quality;
- (d) the Goods will comply with all laws, rules, regulations applicable to the marketing and sale of the Goods in the United Kingdom and shall bear all mandatory marks and signs.

5.2 The Customer may reject any Goods delivered to it that do not comply with clause 5.1, provided that:

- (a) notice of rejection is given to Fulfil:
 - (i) in the case of a defect that is apparent on normal visual inspection, within 3 Business Days of Delivery; or
 - (ii) in the case of a latent defect, within a reasonable time of the latent defect having become apparent,

provided that Fulfil is given a reasonable opportunity of examining such Goods and the defect is not caused by the actions or omissions of the Customer.

5.3 If the Customer fails to give notice of rejection in accordance with clause 5.2, it shall be deemed to have accepted such Goods.

5.4 If the Customer rejects Goods under clause 5.2 then Fulfil shall, at its option, replace the defective Goods, or refund the price of the defective Goods in full.

5.5 The Customer shall (if asked to do so by Fulfil) return such Goods to Fulfil's place of business at the Customer's cost.

5.6 Except as provided in this clause 5, Fulfil shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 5.1.

5.7 The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are, to the fullest extent permitted by law, excluded from the Contract.

5.8 These Terms shall apply to any replacement Goods supplied by Fulfil.

6. TITLE AND RISK

6.1 The risk in the Goods shall pass to the Customer on completion of delivery.

6.2 Title to the Goods shall not pass to the Customer until Fulfil receives payment in full (in cash or cleared funds) for the Goods and any other goods that Fulfil has supplied to the Customer, in which case title to the Goods shall pass at the time of payment of all such sums.

- 6.3 If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 8.2, then, without limiting any other right or remedy Fulfil may have Fulfil may at any time:
- (a) require the Customer to deliver up all Goods in its possession which have not been resold; and
 - (b) if the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.

7. PRICE AND PAYMENT

- 7.1 The price of the Goods shall be the price set out in Fulfil's product list in force as at the date of delivery.
- 7.2 Fulfil 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:
- (a) any factor beyond Fulfil's control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);
 - (b) any request by the Customer to change the delivery date(s), quantities or types of Goods ordered; or
 - (c) any delay caused by any instructions of the Customer or failure of the Customer to give Fulfil adequate or accurate information or instructions.
- 7.3 Unless otherwise agreed, the price of the Goods includes delivery charges, except if the Customer's Order is for £99.99 of Goods or less, in which case in addition to the price of the Goods, the Customer shall be charged a delivery fee of £2.49. If the order is below £49.99 of Goods or less, in which case in addition to the price of the Goods, the Customer shall be charged a delivery fee of £3.99.
- 7.4 The price of the Goods is exclusive of amounts in respect of value added tax (**VAT**). The Customer shall, on receipt of a valid VAT invoice from Fulfil, pay to Fulfil such additional amounts in respect of VAT as are chargeable on the supply of the Goods.
- 7.5 If the Customer has a Credit Account:
- (a) Fulfil will invoice the Customer for the Goods on or at any time after the completion of delivery.
 - (b) The Customer shall pay the invoice in full and in cleared funds within 28 days of the date of the invoice.
- 7.6 If the Customer does not have a Credit Account the Customer shall pay in full for the Goods set out in the Order at the time the Order is submitted. If Fulfil is unable or unwilling (at its sole discretion) to supply the Customer with any Goods that have been paid for in accordance with this clause 7.6, Fulfil shall refund the amount paid in respect of such Goods as soon as reasonably practicable.
- 7.7 Fulfil may at any time revoke the Customer's access to the Credit Account immediately, or change the terms on which it provides credit to the Customer. If the Customer's access to the Credit Account is revoked, clause 7.6 shall apply to all outstanding and future Orders.
- 7.8 Payment shall be made by BACS transfer to the bank account nominated in writing by Fulfil from time to time, unless otherwise agreed by Fulfil. Time of payment is of the essence.
- 7.9 If the Customer fails to make any payment due to Fulfil under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 4% per annum above Lloyds Bank base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.

7.10 The Customer shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law). Fulfil 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 Fulfil to the Customer.

8. TERMINATION AND SUSPENSION

8.1 If the Customer becomes subject to any of the events listed in clause 8.2, Fulfil may terminate the Contract with immediate effect by giving written notice to the Customer.

8.2 For the purposes of clause 8.1, the relevant events are:

- (a) 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 or limited liability partnership) 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;
- (b) the Customer commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors [other than (where the Customer is a company) where these events take place for the sole purpose of a scheme for a solvent amalgamation of the Customer with one or more other companies or the solvent reconstruction of the Customer];
- (c) (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Customer, other than for the sole purpose of a scheme for a solvent amalgamation of the Customer with one or more other companies or the solvent reconstruction of the Customer;
- (d) (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;
- (e) (being a company) the holder of a qualifying floating charge over the Customer's assets has become entitled to appoint or has appointed an administrative receiver;
- (f) a person becomes entitled to appoint a receiver over the Customer's assets or a receiver is appointed over the Customer's assets;
- (g) (being an individual) the Customer is the subject of a bankruptcy petition or order;
- (h) a creditor or encumbrancer of the Customer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days;
- (i) any event occurs, or proceeding is taken, with respect to the Customer in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 8.2(a) to clause 8.2(f) (inclusive);
- (j) the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business;
- (k) the Customer's financial position deteriorates to such an extent that in Fulfil's opinion the Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; and

- (l) (being an individual) the Customer dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.
- 8.3 Without limiting its other rights or remedies, Fulfil may suspend provision of the Goods under the Contract or any other contract between the Customer and Fulfil if the Customer becomes subject to any of the events listed in clause 8.2(a) to clause 8.2(l), or Fulfil reasonably believes that the Customer is about to become subject to any of them, or if the Customer fails to pay any amount due under this Contract on the due date for payment.
- 8.4 On termination of the Contract for any reason the Customer shall immediately pay to Fulfil all of Fulfil's outstanding unpaid invoices and interest.
- 8.5 Termination of the Contract, however arising, shall not affect any of the parties' rights, remedies, obligations and liabilities that have accrued as at termination.
- 8.6 Clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect.

9. LIMITATION OF LIABILITY

- 9.1 Nothing in these Terms shall limit or exclude Fulfil's liability for:
- (a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
 - (b) fraud or fraudulent misrepresentation;
 - (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979;
 - (d) defective products under the Consumer Protection Act 1987; or
 - (e) any matter in respect of which it would be unlawful for Fulfil to exclude or restrict liability.
- 9.2 Subject to clause 9.1:
- (a) Fulfil shall under no circumstances whatever be liable to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and
 - (b) Fulfil's total liability to the Customer in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price of the Goods.

10. FORCE MAJEURE

Neither party shall be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event. A **Force Majeure Event** means any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of Fulfil's or subcontractors.

11. GENERAL

- 11.1 Assignment and other dealings.

- (a) Fulfil may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract.
- (b) The Customer may not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Contract without the prior written consent of Fulfil.

11.2 Notices.

- (a) 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 or other next working day delivery service, commercial courier, fax or e-mail.
- (b) A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 11.2(a); if sent by pre-paid first class post or other next working day delivery service, 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.
- (c) The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

11.3 Severance.

- (a) If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.
- (b) If any provision or part-provision of this Contract is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

11.4 Waiver. A waiver of any right or remedy under the Contract or law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

11.5 Third party rights. A person who is not a party to the Contract shall not have any rights to enforce its terms.

11.6 Variation. Except as set out in these Terms, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is in writing and signed by a director of Fulfil.

11.7 Governing law. 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.

11.8 Jurisdiction. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Contract or its subject matter or formation (including non-contractual disputes or claims).