

THE CUSTOMER SHOULD PAY SPECIFIC ATTENTION TO CONDITIONS 4, 5, 6, 8, 9, 10 & 11

These terms and conditions (the "Conditions") together with the Additional Terms are intended to contain all the terms of the agreement between Search and the Customer, relating to the supply of Goods and/or Services. The Customer should read these Conditions carefully before submitting an order.

1. INTERPRETATION

The following definitions, unless the context requires otherwise, and rules of interpretation in Condition 1 shall apply to these Conditions:

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| Account | an account provided by Search to the Customer subject to such Customer satisfying the relevant requirements of Search to do so; |
| Additional Services | has the meaning given in Condition 7.4; |
| Additional Terms | any terms varying or adding to the Conditions that are included within the order acknowledgement or otherwise agreed by Search pursuant to Condition 2.2; |
| Bespoke Goods and/or Services | Goods and/or Services (including Garage Services) requested by the Customer which are tailor made specific to a Customer's specification or of a nature which is not offered as standard and specifically requested by the Customer; |
| Cancellation Period | has the meaning given in Condition 9.2; |
| Contract | a contract between Search and the Customer for purchase of Goods and/or Services in accordance with and subject to these Conditions (consisting of a quotation, order, order acknowledgment, the Conditions and for any Additional Terms); |
| Customer | the person that enters into a Contract, in accordance with and subject to the Conditions, to purchase Goods and/or Services from Search; |
| Consumable Goods | Goods which are no longer capable of resale or being retrieved after being used as part of the Services (for example engine oil); |
| Delivery Point | has the meaning given in Condition 4.1; |
| Garage Services | any Goods and/or Services requested in relation to Search's garage business (for example performing a service on a Customers Vehicle); |
| Goods | any goods Search agrees in a Contract to supply to the Customer; |
| Price | has the meaning given in Condition 7.1; |
| Search | William G Search Limited, a company registered in England and Wales (CRN: 407145) whose registered office is at Market Works, Whitehall Road, Leeds LS12 6EP; |
| Services | any services Search agrees in a Contract to supply to the Customer; and |
| Vehicle | the Customer's vehicle in relation to which Search agrees in a Contract to supply Goods and/or Services. |
- 1.1 Reference to a statute or statutory instrument is a reference to it as it is in force for the time being and includes reference to any amendment, extension, application or re-enactment and includes any subordinate legislation made under it.
 - 1.2 Reference to one gender includes all genders, reference to the singular includes the plural and, in each case, vice versa, and reference to a person includes companies, firms and corporations.
 - 1.3 Any words following the terms "including", "include", "in particular", "for example" or any similar expression shall, except in relation to Condition 1.1, be deemed to be followed by the words "without limitation", shall be construed as illustrative, and shall not limit the sense of the words, description, definition, phrase or term preceding such terms.
 - 1.4 Headings do not affect the interpretation of the Conditions.

2. HOW THESE TERMS APPLY

- 2.1 Subject to Condition 2.2, the Conditions apply to all Contracts to the exclusion of all other terms and conditions. No terms or conditions of the Customer (whether endorsed on, delivered with, or contained in the Customer's purchase order or other documents) shall form part of any Contract and any attempt by the Customer to exclude, vary or limit any Conditions shall be void.
- 2.2 Any variation to the Conditions and any representations about the Goods and/or Services, shall have no effect and shall not form part of the Contract unless expressly agreed in writing by Search and the Customer.
- 2.3 Search may provide the Customer with an oral or written quotation. A quotation so provided is an invitation to treat by Search to supply the Goods and/or Services, subject to the Contract, to the Customer. Unless otherwise agreed a quotation is valid for 30 days from its date, provided that Search has not previously withdrawn it.
- 2.4 An acceptance of a quotation or the placing of an order by the Customer shall be deemed to be an offer, subject to the Contract, to purchase the Goods and/or Services stated therein from Search.
- 2.5 Subject to Condition 9.3, no quotation accepted or order placed by the Customer shall be deemed to be accepted by Search until Search confirms acceptance orally or in writing or, if earlier, delivers the Goods and/or commences the Services, at which point a Contract will come into existence between the parties.

3. DESCRIPTION OF THE GOODS AND/OR SERVICES

- 3.1 The quantity and description of the Goods and/or Services is set out in Search's quotation and/or order acknowledgement and the Contract.
- 3.2 All descriptions, drawings, specifications, technical data and illustrations and any advertising or other materials issued by Search, or contained in Search's brochures or website, are approximations and for information purposes only, should not be relied on by the Customer as precise or construed literally and shall not form part of the Contract.
- 3.3 Search reserves the right to change any descriptions, drawings, specifications, technical data, illustrations, brochures, advertising materials, its website and any other materials provided at any time without notice.

4. HOW SEARCH WILL PERFORM THE SERVICES

- 4.1 Unless otherwise agreed in writing by Search, delivery of the Goods and/or Services shall take place at Search's premises or the delivery address set out in the Contract and/or Account application form ("Delivery Point").
- 4.2 Delivery of the Goods shall be completed when the Customer takes delivery of the Goods at the Delivery Point and delivery of the Services shall be completed when Search has completed performance of the Services and/or given written or oral confirmation of completion to the Customer.
- 4.3 Search will take reasonable steps to deliver the Goods and/or complete the Services by the time and date specified by Search or, if none is specified, within a reasonable period of time. However, any such specified time or date is an estimate only and it is hereby expressly agreed that time for delivery of the Goods and/or completion of Services shall not be of the essence. Search will notify the Customer as soon as reasonably practicable of any change in the delivery date.
- 4.4 Search's record of the delivery date and/or completion date and description of the Goods delivered to, and/or Services performed for, the Customer shall be conclusive evidence of such, unless the Customer can provide conclusive contrary evidence.
- 4.5 Search may deliver the Goods by separate instalments, which shall be invoiced and paid for separately and in accordance with the provisions of the Contract. Each separate instalment shall be a separate Contract. No cancellation or termination of any one Contract relating to an instalment shall entitle the Customer to repudiate or cancel any other Contract or instalment.
- 4.6 (If applicable) if the quantity of Goods delivered to the Customer is up to 5% more or less than the quantity ordered the Customer:
 - (a) must notify Search; and
 - (b) is not entitled to reject all or any of the Goods for this reason; and
 - (c) shall pay for any surplus at the contractual rate or shall be issued with a refund or a credit note for any shortfall at the contractual rate.
- 4.7 If for any reason the Customer fails to accept delivery of any of the Goods within 2 calendar days of the date of the notification by Search that the Goods are ready for delivery then, except where this failure is caused by Search's failure to comply with the Contract or by an event beyond the Customer's control:
 - (a) Search may store the Goods until actual delivery, whereupon the Customer shall be liable for all related costs and expenses (including, without limitation, storage and insurance costs); and
 - (b) Search shall have no liability to the Customer for late delivery.
- 4.8 If the Customer has not taken delivery of the Goods within 14 calendar days of the date of the notification by Search that the Goods are ready for delivery, Search may, after giving the Customer reasonable prior

- written notice, resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage, insurance and selling costs, account to the Customer for any excess over or charge the Customer for any shortfall in the Price.
- 4.9 Where the Customer has requested Garage Services, if for any reason the Customer fails to collect his Vehicle within 2 calendar days of the date of the notification by Search that the Vehicle is ready for collection then, except where this failure is caused by Search's failure to comply with the Contract or by an event beyond the Customer's control:
- (a) Search may store the Vehicle, whereupon the Customer shall be liable for all related costs and expenses (including storage and insurance costs); and
- (b) Search shall have no liability to the Customer for late delivery.
- 4.10 Where the Customer has requested Garage Services, if the Customer has not collected the Vehicle within 28 calendar days of the date of the notification by Search that the Vehicle is ready for collection, Search may, after giving the Customer reasonable prior written notice, resell or otherwise dispose of the Vehicle and, after deducting reasonable storage, insurance and selling costs, account to the Customer for any excess over or charge the Customer for any shortfall in the Price.
- 4.11 Search shall not be liable for delivering the wrong Goods or for non-delivery of or damage to the Goods or damage to the Customer's Vehicle, unless caused by Search's negligence.
- 5. CUSTOMER'S OBLIGATIONS AND WARRANTIES**
- 5.1 The Customer warrants that all the information provided to Search is true and accurate and acknowledges that Search is relying upon such information in relation to the provision of the Services.
- 5.2 The Customer agrees to co-operate fully with Search and provide any assistance required to supply the Goods and/or Services, in particular, the Customer (where applicable) agrees to do the following at its own expense:
- (a) Provide adequate and appropriate equipment and suitably trained and competent personnel at the Delivery Point to unload and load the Goods and any goods or materials necessary to perform the Services; and
- (b) Inspect and check the Goods on delivery to ensure that they conform to the Contract and the Customer's requirements; and
- (c) inspect and check the Goods on delivery to ensure that they conform to the Contract and the Customer's requirements; and
- (d) ensure an authorised representative of the Customer signs the delivery note (or the equivalent documentation of a carrier) on delivery to confirm that the Goods are as ordered and undamaged and/or any documentation provided by or on behalf of Search to confirm completed performance of the Services; and
- (e) provide a suitable lock-up for safe storage of all materials and equipment brought to the Delivery Point by Search (if any) and ensure these are insured whilst on the Customer's premises; and
- (f) provide Search with all information, co-operation and support reasonably required by Search to enable Search to perform the Services in accordance with the Contract including all information relating to the hazards and risks to Search in respect of the Customer's premises or at the Delivery Point; and
- (g) take such steps as Search requires to prepare the premises or the Delivery Point for delivery of the Goods or supply of the Services, such as marking out and drilling all holes in brickwork etc and providing such power supplies and equipment as Search reasonably requires, etc; and
- (h) carry out all reasonable instructions of Search on all matters required to be undertaken in respect of the Services; and
- (i) not to do anything, or omit to do anything, which could or would detrimentally affect the performance of the Services; and
- (j) ensure that all health and safety requirements are maintained and complied with and any licences and consents required from any government body or authority have been obtained; and
- (k) provide Search with access at all reasonable times and otherwise as requested by Search to the Customer's premises or the Delivery Points to allow Search to supply the Services.
- 5.3 In addition to the Customer's obligations set out in Condition 5.2, where the Customer has requested Garage Services, the Customer agrees to:
- (a) provide his Vehicle; and
- (b) inspect and check the Vehicle prior to drop off and notify Search of any marks, scratches, dints or any other damage (including external and internal);
- (c) provide Search with all information, co-operation and support reasonably required by Search to enable Search to perform the Garage Services in accordance with the Contract including all information relating to the hazards and risks to Search in respect of the Customer's Vehicle;
- (d) take such steps as Search requires to prepare the Customer's Vehicle for Supply of the Garage Services, such as clearing the Vehicle out of personal belongings, providing keys etc; and
- (e) provide Search with access at all reasonable times and otherwise as requested by Search to the Customer's Vehicle to supply the Garage Services.
- 5.4 If there are any differences between the information within the quotation and the order acknowledgement in respect of any Contract the latter shall prevail.
- 5.5 If Goods and/or Services are to be supplied under a Contract for use in connection with the Customer's existing equipment and/or structures and/or parts of his Vehicle the Customer shall be entirely responsible for ensuring that such equipment and/or parts are in all respects suitable and adequate for the purpose and properly installed.
- 6. TRANSFER OF RISK AND TITLE IN THE GOODS**
- 6.1 Where the Customer has requested Garage Services clauses 6.8 to 6.11 apply. For all other Goods and/or Services ordered clauses 6.2 to 6.7 apply.
- 6.2 The risk in the Goods shall pass to the Customer on delivery.
- 6.3 Title in the Goods shall not pass to the Customer until Search has received (in cash or cleared funds) from the Customer:
- (a) the full Price for the Goods plus VAT; and
- (b) all other sums which are due to Search from the Customer.
- 6.4 Until title in the Goods passes (as set out in Condition 6.3) the Customer shall:
- (a) hold the Goods on a fiduciary basis as Search's bailee;
- (b) store the Goods (at no cost to Search) separately from all other goods of the Customer or any third party in such a way that they remain readily identifiable as Search's property;
- (c) not remove, destroy, deface or obscure any identifying mark or packaging on or relating to the Goods;
- (d) maintain the Goods in satisfactory condition, keep them insured on Search's behalf for their full Price against all risks from the date of delivery and provide Search with a copy of the insurance policy on request;
- (e) notify Search immediately if any of the events listed in Condition 6.3 (g) occur; and
- (f) deliver up the Goods to Search on demand.
- (g) The Customer's right to possession of the Goods shall end immediately if it has a bankruptcy order made against it or otherwise takes the benefit of any statutory provision for the time being in force for the relief of bankruptcy or the Customer fails to observe or perform any of its obligations under the Contract.
- 6.5 If before title to the Goods passes to the Customer any of the events listed in Condition 6.4(g) occur or Search reasonably believes any such event is about to occur 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 of Search, Search may at any time require the Customer to deliver up the Goods.
- 6.6 If Search repossesses any Goods or the Customer delivers up any Goods, in accordance with this Condition 6 the Contract for those Goods shall be rescinded.
- 6.7 Search shall be entitled to recover payment for the Goods notwithstanding the fact that title in any of the Goods has not passed from Search to the Customer.
- 6.8 Where the Customer has requested Garage Services, the risk and title in the Goods shall pass to the Customer once the Customer removes the Vehicle from Search's premises.
- 6.9 The title in any Consumable Goods shall pass to the Customer once they have been used by Search in connection with providing the Goods and/or Services under the Contract.
- 6.10 Search shall be entitled to recover payment for the Goods notwithstanding the fact that title in any of the Goods has not passed from Search to the Customer.
- 6.11 Unless expressly agreed otherwise, any removed parts (such as mechanical parts, tyres etc) in the ordinary course of business will be disposed of by Search in accordance with environmental and legislative requirements. A fee may be charged for this service.
- 7. WHAT IS THE PRICE OF THE GOODS AND/OR SERVICES**
- 7.1 Unless otherwise agreed by Search in writing and subject to Conditions 7.2 and 7.3, the price for the Goods and/or Services shall be the price stated in the quotation or order acknowledgement provided by Search to the Customer in accordance with Conditions 2.3 and 2.5, together with any VAT and any other applicable costs ("Price").
- 7.2 The Price, and the cost of any Additional Services provided for in Condition 7.4, is based on the costs of materials, labour, sub-contracts, transport, taxes and duties and all other relevant costs at the date of the quotation and/or order acknowledgement and on the work being done in normal working hours.
- 7.3 Search reserves the right to vary the Price, by giving notice to the Customer prior to the delivery of Goods and/or completion of the Services, to take account of any variation (howsoever arising) in these costs or the imposition of any new taxes or duties between the quotation or order acknowledgement date and the completion date.
- 7.4 Subject to Condition 2.2, in addition to the Price, the Customer shall be provided with a quote, for any additional:

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- (a) work to be carried out by Search or supply of additional goods, at the Customer's request, which Search was not originally contracted to undertake; and
- (b) work required as a result of any matter that Search did not know existed at the date of the quotation and/or order acknowledgement and Search could not reasonably have foreseen; and
- (c) work and/or costs as a result of the Customer providing inadequate or inaccurate instructions, information or drawings to Search or as a result of the Customer failing to comply with any of the Conditions ("Additional Services").
- 7.5 Subject to Condition 7.6, where Additional Services are requested or required Search may, at its discretion, cease delivery of Goods and/or performance of the Services until the Customer has notified Search his/her decision to accept or reject the quote for Additional Services. In such circumstances Search shall not be liable for any delay in performance.
- 7.6 The Customer will have no obligation to accept a quote for Additional Services under Condition 7.4 and will have the right to cancel the Contract at that point before any Additional Services are supplied. The Customer will receive a refund or credit on Account for any Goods and/or Services not received, but shall pay for any Goods received and/or a proportion of the Services supplied at the contractual rate.
- 7.7 If the Customer does not accept a quote for Additional Services, Search also has the right to cancel the Contract where it reasonably decides that it is unable to continue work without Additional Services. In such circumstances, the Customer will receive a refund or credit on Account for any Goods and/or Services not received, but shall pay for any Goods received and/or a proportion of the Services supplied at the contractual rate.
- 7.8 The Customer acknowledges that, any quote accepted for Additional Services, will be a variation to the Contract in accordance with Condition 2.2 and will not be treated as a separate Contract for Goods and/or Services.
- 7.9 Any costs for Additional Services will be invoiced by Search and be payable by the Customer in accordance with Condition 8.
- 8. HOW THE CUSTOMER WILL MAKE PAYMENT**
- 8.1 Unless otherwise agreed in writing by Search, Search shall be entitled to issue an invoice for the Price on collection of the Vehicle by the Customer or where the Goods and Services are not delivered on the same date, after 14 days of delivery of the Goods, even if the Services have not been completed at that point in time.
- 8.2 Unless otherwise agreed in writing, for Customers with an Account that has not reached its credit limit each invoice submitted by Search shall be paid within 30 days of the end of the month following the month of invoice. For Customers without an Account, or with an Account that has reached its credit limit, the Price shall be paid, unless otherwise agreed, at the time of the order. Time for payment shall be of the essence.
- 8.3 Search reserves the right to exercise its absolute discretion and cancel the Account by notice.
- 8.4 If Search exercises its right to cancel or suspend the Account, in accordance with **Conditions 8.3** y, all sums owed to Search by the Customer at the date of cancellation or suspension shall be payable on demand and Search may continue trading with the Customer on the basis set out in Condition 8.1 for Customers without an Account.
- 8.5 No payment shall be deemed to have been received until Search has received cash or cleared funds and all sums payable to Search under a Contract shall become due immediately on its termination, howsoever arising.
- 8.6 The Customer shall make all payments due under the Contract in full without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Customer has a valid court order requiring an amount equal to such deduction to be paid by Search to the Customer.
- 8.7 Without prejudice to any of its other remedies, if any amount due from the Customer is not paid in accordance with the Conditions Search may do all or any of the following:
- (a) treat any or all Contracts as repudiated by the Customer;
- (b) without notice suspend or cancel delivery of the Goods and/or performance of the Services under the Contract, and any other Contract, until the Customer pays the outstanding amount(s) in full;
- (c) appropriate any payment made by the Customer under any other Contract with Search to pay for any outstanding amounts as Search may, in its sole discretion, think fit and/or
- (d) charge interest at, whichever is greater of, the annual rate of 4% above the base rate of HSBC Bank Plc or the rate prescribed by law.
- 8.8 On termination of the Contract, howsoever caused, the rights of Search in this Condition 8 shall remain in effect.
- 9. CANCELLATION**
- 9.1 Notwithstanding any other provisions of these Conditions, the Customer may amend or cancel any order for Goods and/or Services (whether or not confirmed) at any time before Search accepts the order in accordance with Condition 2.5 or if the Contract includes Services, before Search commences performance of the Services.
- 9.2 The Customer may amend or cancel any order for Goods and/or Services at any time beginning at the moment an order acknowledgement is sent in accordance with Condition 2.5 and ending 14 days thereafter ("**Cancellation Period**"). Subject to Condition 9.10, if the Customer cancels the Contract within the Cancellation Period he will receive a full refund within 14 days of cancellation and unless otherwise agreed, by the same method of payment used (cash or credit on Account).
- 9.3 **The Cancellation Period does not apply to Contracts which are entered into at Search's premises or Contracts for Bespoke Goods and/or Services.**
- 9.4 Unless the Services are requested for emergency purposes, or in addition to urgent repairs or maintenance requested, Search will not commence any Services under the Contract until after the Cancellation Period. The Customer may request for Services to commence earlier by using the attached form found on page 6 of these Conditions or downloaded from Search's website at: <http://www.wgsearch.co.uk/conditions.php>
- 9.5 It is acknowledged by the Customer that in the event of cancellation within the Cancellation Period following a request under Condition 9.3, the Customer will be liable to pay Search, all costs reasonably incurred on an apportioned basis at the contractual rate, in fulfilling the order up to the date of the Customer's notice of amendment or cancellation, including the full price of any Consumable Goods used.
- 9.6 It is acknowledged by the Customer that in the event Search completes the Services within the Cancellation Period following a request under Condition 9.4, the Customer will lose the right to cancel the contract.
- 9.7 To amend or cancel any order, the Customer must inform Search of such amendment or cancellation by:
- Writing to Search at:
William G Search Ltd, Whitehall Road, Leeds, LS12 6EP
Email: conditions@wgsearch.co.uk
Telephone: **0113-263-9081**
- 9.8 The Customer may but is not obliged to use the Model Cancellation Form, which can be found on page 5 of these Conditions or downloaded from Search's website at <http://www.wgsearch.co.uk/conditions.php>.
- 9.9 The Customer's liability to Search for amending or cancelling an order in accordance with Conditions 9.1 and/or 9.2 shall be limited to paying Search all costs reasonably incurred in fulfilling the order up to the date of receipt of the Customer's notice of amendment or cancellation. However, where the amendment or cancellation is due to Search's failure to comply with the Conditions the Customer shall have no liability to Search for such.
- 9.10 Condition 9.1 and 9.2 will not apply where the Goods have been installed or Services completed prior to the Customer seeking to cancel the order or where the Goods have been made to measure or created, altered or modified to accord with the Customer's particular requirements.
- 9.11 Any amounts payable by the Customer under Condition 9.9 shall be invoiced by Search within 14 days of the cancellation date and shall be payable by the Customer in accordance with Condition 8.
- 9.12 The Customer's legal rights where the Goods and/or Services (including Bespoke Goods and/or Services) are faulty are summarised in Condition 10.
- 10. SEARCH'S PROMISE AND THE CUSTOMER'S LEGAL RIGHTS**
- 10.1 Search warrants that the Services will be provided with reasonable skill and care.
- 10.2 Search warrants that at the time of delivery and for a period of 6 months from the date of delivery the Goods shall:
- (a) conform in all materials respects with their description or the manufacturer's specification;
- (b) be of satisfactory quality;
- (c) be fit for any purpose Search says the Goods are fit for or for any reasonable purpose for which the Customer use the Goods;
- (d) be free from material defects in design, material and workmanship; and
- (e) comply with all applicable statutory and regulatory requirements for selling the Goods in the United Kingdom
- 10.3 If the Customer has any issues or complaints about the Goods and/or Services, they should contact Search as soon as possible in writing, by email or telephone. Search will endeavour to resolve any complaints the Customer has.
- 10.4 Search is under a legal duty to supply Goods and Services in conformity with the Consumer Rights Act 2015. Nothing in these terms will affect the Customer's legal rights, which are summarised at Condition 10.5.
- 10.5 Subject to Condition 10.6 and 10.7, where the Goods are faulty and/or the Services supplied are not performed correctly, the Customer is entitled:
- (a) (where the Contract is for Goods only) within 30 days of delivery, cancel the Contract and receive a full refund;

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- (b) within 6 months of delivery, to request a repair or replacement;
- (c) Search are required to make a repair or replacement under Condition 10.5 (a);
 - (i) within a reasonable period of time;
 - (ii) without significant inconvenience to the Customer; and
 - (iii) at no cost to the Customer.
- (d) where Search fails to fulfil their obligations under Condition 10.5 (b), the Customer will be entitled to:
 - (i) request a price reduction; or
 - (ii) cancel the Contract and receive a full refund.

10.6 Condition 10.5 shall not apply if the breach arises as a result of normal wear and tear, the customer's negligence or failure to comply with the Contract or failure to follow Search's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Goods or the Customer makes further use of the Goods after giving notice to Search in accordance with Condition 10.7 or the Customer alters, modifies, mishandles or repairs such Goods.

10.7 Before any refund and/or replacement is made under Condition 10.5, the Customer will:

- (a) notify Search of the breach as soon as possible after the Customer discovers that the Goods and/or Services are not in accordance with the Contract; and
- (b) give Search a reasonable opportunity, after receiving notice under Condition 10.7(a), to examine the relevant Goods (or the relevant part) and/or Services delivered at Search's expense.

10.8 Any Goods that are returned by the Customer pursuant to Condition 10.5 shall belong to Search unless Search repairs such Goods.

10.9 These Conditions shall apply to any repaired or replacement Goods supplied by Search.

10.10 Search's reasonable opinion as to the cause of the defect shall be final and binding unless the Customer can provide conclusive evidence to the contrary.

10.11 Owing to the nature of Bespoke Goods and/or Services supplied the Customer acknowledges that Condition 10.5 does not apply unless such Bespoke Goods and/or Services have been supplied in a negligent manner.

11. SEARCH'S LIABILITY TO THE CUSTOMER

11.1 The Customer should ensure that the Goods meet its requirements and are suitable for its purposes and should notify Search as soon as possible if this is not the case or if the Customer believes that the Goods do not comply with the warranty contained in Condition 10.1 and 10.2.

11.2 Subject to Conditions 4, 10 and 12, this Condition 11, sets out the entire financial liability of Search (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Customer in respect of any breach of the Contract, any use made or resale by the Customer of any of the Goods, or of any product incorporating any of the Goods and any representation, statement, tortious act or omission, including negligence, arising under or in connection with the Contract.

11.3 Subject to Conditions 11.4 and 11.5 and Search agreeing otherwise in writing:

- (a) Search shall not be liable to the Customer for any pure economic loss, loss of profit, loss of business, depletion of goodwill or otherwise (in each case whether indirect or consequential) or any claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with the Contract; and
- (b) Search's total liability in contract, tort (including breach of statutory duty or negligence), misrepresentation, restitution or otherwise arising out of or in connection with the performance or contemplated performance of the Contract shall be limited to the greater of £50,000 or 100% of the Contract Price.

11.4 Conditions 11.2 and 11.3 do not prevent the Customer from claiming foreseeable loss of or damage to the Customer's physical property and nothing in these Conditions limit in any way Search's liability for:

- (a) death or personal injury caused by Search's negligence; or
- (b) fraud or fraudulent misrepresentation; or
- (c) any other matter for which it would be illegal or unlawful for Search to exclude or attempt to exclude liability.

11.5 Nothing in these Conditions affects the Customer's legal rights. Advice about the Customer's legal rights is available from the Customer's local Citizen's Advice Bureau or trading standards office.

12. EVENTS BEYOND CONTROL

12.1 Search reserves the right to defer the date of delivery, cancel the Contract or reduce the volume of the Goods (in each case without liability to the Customer) if it is prevented from or delayed in the carrying on of its business due to circumstances beyond its reasonable control including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, labour disputes (other than in relation to Search's own workforce) or restraints or delays affecting suppliers or carriers, or inability or delay in obtaining supplies of adequate quality, provided that, if the event in question continues for a continuous period in excess of 60 days, the Customer shall be entitled to give notice in writing to Search to terminate the Contract.

13. GENERAL

13.1 Each right or remedy of Search under the Contract is without prejudice to any other right or remedy of Search whether under the Contract or not.

13.2 All intellectual property rights, including, without limitation, copyright and trademarks, and all other rights in any documents or materials provided by Search to the Customer under the Contract shall belong to Search.

13.3 Except as permitted by law, the Customer shall not disclose any confidential information or commercial know-how provided by or relating to Search.

13.4 Search will use and process the Customer's information and personal data in accordance with its privacy policy incorporated in these Conditions by reference (as amended from time to time and available on Search's website at:

<http://www.wgsearch.co.uk/conditions.php>).

13.5 If any Condition is found by any court to be wholly or partly illegal, invalid, unenforceable or unreasonable it shall, to the extent of such illegality, invalidity, unenforceability or unreasonableness be deemed severable and the remaining Conditions, and the remainder of such Condition, shall continue in full force and effect. In the event that such court decides that such Condition is not severable, the parties agree to substitute such Condition with a legal, valid, enforceable and reasonable Condition which achieves, to the greatest extent possible, the same commercial effect as the original Condition.

13.6 Failure or delay by Search to enforce, or partially enforce, any provision of the Contract shall not be construed as a waiver of any of its rights under the Contract. Any waiver by Search of any breach of, or any default under, any provision of the Contract by the Customer shall be in writing and shall not be deemed to be a waiver of any subsequent breach or default and shall in no way affect the other provisions of the Contract.

13.7 No provisions of the Contract are enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person who is not a party to the Contract.

13.8 All notices sent by the Customer to Search must be sent to Search at its registered address (as detailed in Condition 1) or by email (conditions@wgsearch.co.uk) or facsimile or as otherwise agreed by Search. Search may send notices to the Customer at the email or postal address, or by facsimile to the number, provided by the Customer to Search.

13.9 All communications between the parties about the Contract, including any notices to be sent or received under the Contract, must be in writing. Notices shall be deemed served on delivery if delivered by hand, 48 hours after posting if sent by post, and on completion of transmission if sent by email or facsimile.

13.10 The formation, construction, performance, validity and all aspects of the Contract shall be governed by the law of England and Wales and the parties submit to the exclusive jurisdiction of the English courts.

MODEL CANCELLATION FORM

To William G Search Ltd, Whitehall Road, Leeds, LS12 6EP

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods and/or services
[*],

Ordered on [*/received on [*],

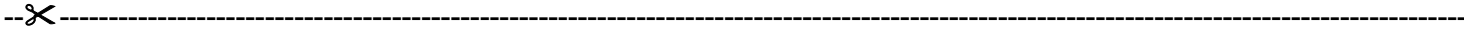
Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate



BY GIVING CONSENT BELOW THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE READ AND UNDERSTAND THEIR CANCELLATION RIGHTS UNDER THE CONDITIONS OF SALE SUPPLY OF GOODS & SERVICES FOR CONSUMER CUSTOMERS AND SPECIFICALLY CONDITIONS 9.3, 9.4 AND 9.5.

By signing below you will have given us consent to begin the Services during the Cancellation Period, and this consent will affect your cancellation rights. Specifically by consenting you are acknowledging that, in the event you cancel the Contract within 14 days:

- (i) You will be liable to pay a reasonable amount to cover the cost of the Services performed up to the date of cancellation; or
- (ii) In the event that the services are fully performed before the end of the Cancellation Period, you acknowledge that you will lose the right to cancel the contract.

I consent to Search providing the services within the 14 day Cancellation Period and confirm that I am aware of the aforementioned implications if I decide to cancel the contract within this Cancellation Period.

Signature:.....

Print Name:.....

Date:.....

SHOULD THE CUSTOMER WISH TO DISCUSS THEIR CANCELLATION RIGHTS BEFORE COMPLETING THIS FORM THEY SHOULD CONTACT SEARCH ON 0113-263-9081