

# F M CONWAY LIMITED

## Standard Terms of Sale for Aggregate, Asphalt, Recycled Products and Ready Mix Concrete



### 1. DEFINITIONS

In these Conditions:

"the Company" shall mean any companies of the FM Conway Group selling the Goods to the Customer including its servants and/or agents;  
"the Customer" shall mean the party with whom the Company contracts;  
"the Goods" shall mean any goods, materials including aggregate, asphalt, recycled products and ready mix concrete, or where the context permits, the services to be supplied by the Company;  
"the Conditions" shall mean the terms set out in this document and any special terms agreed in writing between the Company and the Customer;  
"the Contract" shall mean the contract for the supply/sale of Goods incorporating these Conditions;  
"the Contract Price" shall mean the amount payable by the Customer to the Company in respect of the supply of the Goods.  
"the Consumer" shall mean an individual acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession as defined in Consumer Rights Act 2015;  
"the Consumer Laws" shall mean Consumer Rights Act 2015; Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and the European Directive on Consumer Rights (Directive 2011/83/EU)

### 2. BASIS FOR SALE

2.1 The Goods are sold by the Company only under these Conditions, which may not be altered without the written agreement of a Director of the Company. Any contrary or additional terms unless so agreed are excluded.  
2.2 Quotations and estimates by the Company are open for acceptance for 30 days from the issue dates and thereafter shall be automatically withdrawn.  
2.3 The Company reserves the right to withdraw any offer at any time before it is accepted.  
2.4 Cancellation of the Contract by the Customer will only be accepted at the discretion of the Company and in any case on condition that any costs or expenses incurred by the Company up to the moment of cancellation and all loss or damage sustained by the Company by reason of such cancellation will be paid by the Customer to the Company forthwith.  
2.5 A charge will be made for any costs incurred by the Company due to suspension or deferment of the Contract by the Customer or in the event the Customer defaults in collecting or giving instructions for the delivery of any Goods.  
2.6 Health and safety information relating to the Goods is available on request. The Customer warrants that it will supply all the relevant information with respect to the use and safe handling of the Goods as provided by the Company to any third parties to whom it may supply the Goods.

### 3. REPRESENTATIONS

3.1 The Company shall not be liable in respect of any misrepresentation made by the Company to the Customer, its servants or agents as to the condition of the Goods its fitness for any purpose or as to quantity or measurements unless the representation is:  
3.1.1 made or confirmed in writing by a Director of the Company, and/or  
3.1.2 fraudulent.  
3.2 Without prejudice to Clause 3.1 of these Conditions while the Company takes every precaution in the preparation of its catalogues technical circulars price lists and other literature these documents are for the Customer's general guidance only and statements made therein (in the absence of fraud on the part of the Company) shall not constitute representations by the Company and the Company shall not be bound by them. If the Customer requires advice in relation to the Goods a specific request for advice should be made and any advice made or confirmed in writing in response to such a request shall amount to a representation and the Company shall be liable accordingly.  
3.3 For the avoidance of doubt (except where the Goods are supplied to a Customer dealing as a Consumer) the Company's liability for damages for misrepresentation (other than fraudulent) is excluded or limited by Clause 9 of these Conditions.

### 4. PRICE

4.1 Subject to Clause 4.2, the Contract Price for the Goods, whether for collection or delivery, shall be the price stated in the quotation or the Company's applicable prices at the date of delivery or collection where no quotation was provided. Quoted prices are based on costs prevailing at the time when they are given or agreed and are exclusive of VAT.  
4.2 The Company shall be entitled to adjust the Contract Price of the Goods at any time by giving written notice to reflect any direct or indirect price increases sustained by the Company due to (i) changes in the delivery date quantities or the specifications for the Goods requested by the Customer or (ii) delays caused by any instructions of the Customer or (iii) failure of the Customer to give the Company adequate information or instructions or (iv) changes in applicable law or introduction of any duties, tariffs, taxes, allowances, charges and/or levies which have the effect of increasing the Company's and/or its supply chain's costs. Such adjustment shall be in addition to the Contract Price stated in the quotation and the Customer shall have no right of cancellation or termination due to any such adjustment. The adjusted amount shall apply to all orders delivered after the date specified in the notice. The Company shall have no liability to the Customer for any losses, costs and/or damages suffered by the Customer as a result of such adjustment to the price.  
4.3 The Customer agrees that the Contract Price is confidential, and that it will not disclose the Contract Price to any third parties except its professional advisers, agents and representatives.

### 5. PAYMENT

5.1 Payment for the Goods must be received by the Company within the prescribed payment term as specified by the Company.  
5.2 Time for payment shall be of the essence of the Contract. Without prejudice to any other rights of the Company, interest may be payable on overdue accounts at the rate of 4% per

annum above the Bank of England base rate from the date they fall due until full payment is made. The Company reserves the right to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.

5.3 The Company may refuse under the Contract with the Customer or any of its associated companies) to accept or complete any order, suspend supplies, impose special conditions or cancel the Contract if (i) the credit limit assigned to the Customer from time to time by the Company is or will be exceeded on delivery or collection; or (ii) where the Customer fails to comply with these Conditions; or (iii) if the Customer is subject to any form of insolvency procedure.

5.4 The Customer shall not have any right of set-off, counterclaim, discount, abatement or otherwise, nor to withhold any payments due to the Company in the event of any dispute. The Company shall be entitled to set off without notice any liability of the Customer to the Company against any liability of the Company to the Customer under the Contract between the Company and the Customer.

5.5 All sums payable to the Company by the Customer with respect to the supply of Goods to the Customer, shall become due immediately either on termination of the Contract or upon commencement of legal or dispute resolution proceedings against the Customer.

5.6 In the event of any breach of these Conditions by the Customer, or dispute between the parties relating to the Contract, the Company shall be entitled to suspend, withdraw or terminate any rebate agreement between the parties whether in relation to the Contract or any other contract between them.

### 6. DELIVERY

6.1 The Company shall use all reasonable efforts to comply with any date or time given or agreed by the Company for the delivery of the Goods. Delivery dates are given in good faith and are intended for guidance purposes only.

6.2 Time for delivery shall not be of the essence of the Contract.

6.3 If no dates or times are specified, the Goods will be delivered within a reasonable time of the order acceptance.

6.4 For the avoidance of doubt and without derogation from any other provision of these Conditions the Company shall not be liable for any damages whatsoever whether direct or indirect (including for the avoidance of doubt any liability to any third party) resulting from any delay on delivery of the Goods or failure to deliver the Goods within a reasonable time whether such delay or failure is caused by the Company's negligence or howsoever arising.

6.5 The Company reserves the right to make delivery by instalments and tender a separate invoice for each instalment. Each instalment shall for the purpose of delivery shall constitute a separate supply and a failure by the Company to deliver any instalments in accordance with these Conditions or any claim by the Customer in respect of any instalment shall not entitle the Customer to repudiate, cancel or terminate the Contract.

6.6 The price of the Goods is based on:

6.6.1 the Customer requiring delivery during the Company's normal working or days (such hours or days are available on request). If the Customer requires delivery at any other time then the Customer shall give reasonable notice in writing to the Company and, if the Company agrees to such delivery, the Customer shall pay all additional expenses as determined by the Company occasioned by such delivery; and

6.6.2 delivery being made in loads of twenty tonnes or more. Delivery in loads of lesser quantity shall be subject to a premium on haulage. Details of such premium are available on request.

6.7 It is a condition of the Contract that proper assistance is given by the Customer to the driver of the delivery lorry in unloading the Goods and that the Company's delivery vehicles or those of its agents will be held on site for not more than half an hour. Any period in excess of these times will be charged as waiting time to the Customer at the rate determined by the Company and such rate is available from the Company upon request.

6.8 Any delivery by the Company shall be made on the nearest good hard road to site with adequate turning space at the point of delivery. The Company's delivery driver is empowered to refuse delivery if, in his opinion, the point of unloading is unsafe or is likely to prove dangerous to third parties' properties. If the Company is required to deliver at any point off a public road, the Customer will be responsible for any damages to third parties' properties resulting therefrom and hereby indemnifies the Company against any such loss, damage, claims, costs including legal costs on an indemnity basis or any demands and penalty notices issued against the Company as a result of such delivery.

6.9 In the event that the Customer requests that any Goods be deposited on a street or public highway the Customer shall, at all times, be responsible for compliance with all regulations and steps required for the protection of persons or properties that might be affected and shall indemnify the Company in respect of all costs, claims, losses or expenses including legal costs on an indemnity basis which the Company may incur as a result of such delivery.

### 7. INSPECTION AND SHORTAGES

7.1 The Customer shall inspect the Goods at the place and time of unloading or collection.

7.2 The Customer must inform the Company by telephone or e-mail as soon as reasonably practicable and in any event must give the Company written notice within two working days of delivery of any claim for short delivery.

7.3 If the Customer does not comply with the provisions as set out in Clause 7.2 above, the Goods will be deemed to have been delivered in the quantities shown in the delivery documents.

7.4 The Customer shall not be entitled to object to or reject the Goods by reason of any such shortage or claim any damages whatsoever for short delivery howsoever caused.

7.5 Subject to Clause 7.2 and 7.3 above, the Company's liability for shortage is limited to:

7.5.1 making good the shortage within a reasonable time; or

7.5.2 issuing a credit note for the shortage; or

7.5.3 making pro rata adjustment to the invoice for the Goods if appropriate.

7.6 Where it is or would have been apparent on a reasonable inspection that the Goods are not in conformity with the Contract or (if the Contract is a contract for sale by sample) that the bulk does not compare with the sample the Customer must inform the Company by telephone

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or e-mail as soon as reasonably practical and in any event must give the Company written notice within two working days of delivery or collection of any claim to that effect.

### 8. RISK AND TITLE

- 8.1 The risk in the Goods shall pass to the Customer upon delivery or collection.
- 8.2 Ownership of the Goods shall not pass to the Buyer until the Company has received payment in cleared funds of all sums owed to it in respect of the Goods under the Contract.
- 8.3 Until such time as the ownership in the Goods passes to the Customer the Customer shall hold the Goods as the Company's fiduciary agent and bailee and shall keep the Goods (at no costs to the Company) separately stored, protected, insured and identified as the Company's property. Until that time the Customer shall be entitled to re-sell or use the Goods in the ordinary course of his business but at the direction of the Company and shall account to the Company for the proceeds of sale or insurance proceeds related to the Goods.
- 8.4 The Company shall be entitled at any time to inspect or recover any or all of the Goods in the Customer's possession to which the Company has title and for that purpose the Customer hereby permits the Company or its contractors to enter upon any premises occupied by the Customer or to which the Customer has access and where the Goods may be or are believed to be situated.
- 8.5 The Company shall be entitled to recover payment for the Goods (including VAT, sales taxes and any other applicable charges).
- 8.6 On termination of the Contract, the Company's rights under this Clause 8 shall remain in effect.

### 9. LIABILITIES

- 9.1 In these Conditions "Defect" shall mean the condition and/or any attribute of the Goods and/or any other circumstances which but for the effect of these Conditions would have entitled the Customer to damages.
- 9.2 Nothing in these Conditions shall exclude or restrict the Company's liability for death or personal injury resulting from its negligence or the Company's liability for fraudulent misrepresentation.
- 9.3 Subject to Clause 9.2 of these Conditions the Company shall not be liable by reason of any misrepresentation (unless fraudulent) or any breach of warranty condition or other term express or implied or any breach of duty (common law or statutory) or negligence for any damages whatsoever. Instead of liability in damages the Company undertakes liability under Clause 9.4 below.
- 9.4 Where but for the effect of Clause 9.3 of these Conditions a Customer would have been entitled to damages against the Company the Company shall not be liable to pay damages but subject to the conditions set out in Clause 9.5 below shall in its sole discretion repair the Goods at its own expense or supply replacement Goods free of charge or refund all (or where appropriate part) of the price for the relevant Goods.
- 9.5 The Company will not be liable under Clause 9.4:
- 9.5.1 if the Defect arises from fair wear and tear; and/or
- 9.5.2 if the Defect arises from abnormal working conditions including where the Goods have been stored in unsuitable conditions whilst under the control of the Customer or laid in a manner contrary to industry practices; and/or
- 9.5.3 if the Defect arises from the Customer's wilful damage negligence mis-use alteration or repair of the Goods failure to follow British Standard or industry instructions relevant to the Goods; and/or
- 9.5.4 unless after the discovery of the Defect the Company is given a reasonable opportunity to inspect the Goods before they are used or in any way interfered with. For the avoidance of doubt the Company acknowledges that the costs of suspending works are relevant to the determination of what is a reasonable opportunity and this sub-Clause shall not apply to any works affecting the Goods which it may be reasonably necessary to carry out in the interests of safety and/or as emergency measures.
- 9.6 Subject to Clause 9.2 of these Conditions the Company shall not be liable by reason of any misrepresentation (unless fraudulent) or any breach of warranty condition or other term express or implied or any breach of duty (common law or statutory) or negligence for any damages howsoever arising (if notwithstanding Clause 9.3 of these Conditions the Customer is entitled to recover any) nor shall the Company be liable under Clause 9.5 of these Conditions unless:
- 9.6.1 if the Defect would have been apparent on a reasonable inspection under Clause 7.1 of these Conditions at the time of unloading written notice of any claim is given to the Company within two working days of the time of unloading; or in any other case.
- 9.6.2 the Defect is discovered within two months from the date of delivery and the Company is given written notice of the Defect within 7 working days of it being discovered.
- 9.7 If the Goods are manufactured processed or mixed by the Company to the design quantity measurement or specification of the Customer or its agents then:
- 9.7.1 subject to Clause 9.2 of these Conditions the Company shall not be under any liability for damages howsoever arising or under Clause 9.5 of these Conditions as the case may be except in the event of:
- 9.7.1.1 fraudulent misrepresentation;
- 9.7.1.2 misrepresentation where the representation was made or confirmed in writing by a Director of the Company;
- 9.7.1.3 non-compliance with such design quantity measurement or specification;
- 9.7.1.4 breach of a written warranty by the Company that the Goods are fit for purpose; or
- 9.7.1.5 a claim maintainable against the Company pursuant to Clause 9.2 of these Conditions.
- 9.7.2 The Customer will unconditionally fully and effectively indemnify the Company against all loss damages costs on an indemnity basis and expenses awarded against or incurred by the Company in connection with or paid or agreed to be paid by the Company in settlement of any claim for infringements of any patents copyright design trademark or any other industrial or intellectual property rights of any other person.
- 9.7.3 The Customer will further unconditionally fully and effectively indemnify the Company against all loss damages costs on an indemnity basis and expenses awarded or incurred by the Company in connection with or paid or agreed to be paid by the Company in settlement of any other claim arising from any such manufacturing processing or mixing including but not

limited to any Defect in the Goods. This indemnity will be reduced in proportion to the extent that such loss damages costs and expenses are due to the negligence of the Company.

9.8 If the Goods are not manufactured by the Company or have been processed by a third party whether or not at the request of the Company or the Customer the Company's liability in respect of any Defect in workmanship or materials of the Goods will be limited to such rights against the manufacturer or the third party as the Company may have in respect of those Goods. The Company will on written request provide details of its rights against the manufacturer or third party and any other terms and conditions imposed by the manufacturer or the third party and so far as possible will on request assign to the Customer any such rights.

9.9 Except where the Customer deals as a Consumer the Customer will unconditionally fully and effectively indemnify the Company against all loss damages costs on an indemnity basis and expenses awarded against or incurred by the Company in connection with or paid or agreed to be paid by the Company in settlement of any claim by any third party arising from the supply or use of the Goods including loss arising from the Company's negligence.

9.10 Subject to Clause 9.2 of these Conditions the Company shall not be liable for misrepresentation (unless fraudulent) or in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever arising and whatever the cause for:- (a) any financial loss or any liability the Customer may have to a third party or any loss of profit, business, contracts, revenues or anticipated savings; and/or (b) any special indirect or consequential damage of any nature whatsoever.

9.11 Without prejudice to any other provisions in these Conditions in any event the Company's total liability for any one claim or for the total of all claims arising from any one act of default of the Company (whether arising from the Company's negligence or otherwise) shall not exceed the purchase price of the Goods the subject matter of any claim.

### 10. FORCE MAJEURE

10.1 The Company may defer delivery, terminate the Contract or reduce the volume of Goods delivered to the Customer and shall not be liable to the Customer or be deemed to be in breach of the Contract by reason of the aforesaid delay, termination, or reduced delivery or any failure to perform any of the Company's obligations due to a "Force Majeure Event".

10.2 Force Majeure Event means an event beyond the control of the Company which prevents the Company from complying with any of its obligations under the Contract including but not limited to strikes or other forms of industrial action whether involving its own workforce, failure of transport networks, acts of God, war, terrorism and riots.

10.3 If the Force Majeure Event in question continues for a continuous period in excess of 90 days, either party may give notice in writing to the other terminating the Contract.

### 11. DEFAULT

11.1 "Insolvent" shall mean the Customer becoming unable to pay the debts within the meaning of Section 123 of the Insolvency Act 1986; the levying or the threat of execution or distress on any property of the Customer; the appointment of a receiver or administrative receiver over all or any part of the Customer's property; a proposal for a voluntary arrangement or compromise between the Customer and its creditors whether pursuant to the Insolvency Act 1986 or otherwise; the passing of a resolution for voluntary winding up or summoning a meeting to pass such a resolution otherwise than for the purpose of a bona fide amalgamation or reconstruction; the presentation of a petition for winding up of a Customer or for an administration order in relation to the Customer; the Customer ceasing or threatening to cease to carry on its business.

11.2 If the Customer fails to pay the Company for any Goods on the due date or the Customer becomes Insolvent or if the Customer is in breach of any condition of this Contract and fails to remedy such breach after being requested to do so the full balance outstanding on any account between the Company and the Customer shall become immediately payable and the Company shall be entitled to act on any of the following (without prejudice to any other rights or remedy it may have):

11.2.1 require payment in cash or cleared funds in advance of delivery or upon collection of the Goods;

11.2.2 cancel or suspend any further delivery to the Customer under any contract;

11.2.3 sell or otherwise dispose of any Goods which are the subject of any contract with the Customer; or

11.2.5 exercise the powers as set out in Clause 8 of these Conditions.

11.3 The Customer shall reimburse the Company's costs including legal costs incurred on an indemnity basis in enforcing its rights under this Contract including but not limited to recovery of any sums due. Such sums shall be paid in addition to the statutory compensation payable by the Customer under the Late Payment of Commercial Debts (Interest) Act 1998 (as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002).

### 12. DATA PROTECTION

12.1 For the purposes of this Clause 12:

12.1.1 "Data Protection Legislation" means the Data Protection Act 2018; the General Data Protection Regulation ((EU) 2016/679) (the "GDPR") and any national implementing laws, regulations and secondary legislation as amended or updated from time to time or if the GDPR is no longer directly applicable in the UK any successor legislation to the GDPR;

12.1.2 "personal data" and "personal data breach" shall have the meanings given to them in Data Protection Legislation.

12.2 To the extent that either party provides to the other personal data pursuant to or in connection with the Contract the recipient shall process that personal data strictly in accordance with Data Protection Legislation and the Company's Data Protection Policy, which is available on request.

12.3 The Company shall notify the Customer as soon as reasonably practicable and in any event within 72 hours of identifying an actual or suspected personal data breach relating to personal data provided to it by the Customer.

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### 13. CALL RECORDING

13.1 The Company reserves the right to record all telephone orders and enquiries for training or quality purposes. The Company shall comply with the requirements of the Data Protection Legislation with respect to any personal data captured on any such recordings.

### 14. ANTI-BRIBERY, MODERN SLAVERY AND COMPETITION

14.1 The Customer shall comply and use reasonable endeavours to ensure that all subcontractors, suppliers and all persons associated with the Customer (as defined by section 8 of the Bribery Act 2010) comply with all applicable anti-bribery and anti-corruption legislation in the relevant jurisdiction including without limitation the Bribery Act 2010. The Customer shall maintain and enforce its own policies and procedures, including adequate procedures to ensure compliance with all applicable anti-bribery and anti-corruption legislation in the relevant jurisdiction.

14.2. The Customer shall comply with the provisions of the Modern Slavery Act 2015 (MSA) and shall take all reasonable steps to ensure its supply chain is slavery free and the Customer shall use all reasonable endeavours to assist the Company in its compliance with the MSA.

14.3. The Customer shall not engage in any agreement, arrangement, concerted practice, information exchange or behaviour in breach of UK, EU or other competition law in force from time to time in the relevant jurisdiction.

### 15. ADDITIONAL TERMS OF SALE RELATING TO READY MIX CONCRETE

15.1 These Additional Terms relate only to the supply of ready mix concrete by the Company and apply in conjunction with the Standard Terms of Sale ("The Standard Terms").

15.2 In these Additional Terms: "Concrete" means ready mix concrete supplied in a fresh condition. Reference to "Goods" in the Standard Terms shall be read as reference to Concrete. "BS EN 206" & "BS 8500" means the European & British Standard covering the methods of specifying and producing Concrete as amended from time to time. "BS EN 12390" means the European & British Standard on testing Concrete as amended from time to time.

15.2.1 Unless agreed in writing all quotations for the supply of Concrete by the Company are based on BS EN 206 & BS 8500.

15.3 Subject to Clauses 6.1 to 6.4 of the Standard Terms, the Customer shall specify the time as well as the date of delivery and shall have facilities prepared for the acceptance of the Concrete. The Customer shall provide and clearly indicate to the Company a safe route where the discharge is away from the made-up road and the Customer shall indemnify the Company against any damage or loss resulting from the Customer's failure to do so.

15.4 The Customer shall ensure in respect of each delivery of Concrete that a person authorised by the Customer shall sign the delivery ticket which will contain the minimum information as set out in BS EN 206 Part 1 & BS 8500 Part 2. That authorised person will also acknowledge and record in writing on the said ticket:

15.4.1 that the mix description set out on the ticket describes the Concrete required by the Customer; and

15.4.2 the authorisation of any addition of water or any other materials to the Concrete after it has been declared by the Company's representatives as being ready for acceptance.

15.5 The Company shall ensure that the Concrete delivered complies with the specification ordered provided always that the order is made in writing and fully in accordance with BS EN 206 & BS 8500. In any other event the Company cannot warrant that the Concrete delivered will comply in all respects with the specification order.

15.6 Any Concrete referred to in any quotation or delivery ticket as a designed mix shall be interpreted as being a Concrete grade having a 28-day characteristic strength of the value stated as defined in BS EN 206 & BS 8500. Any reference to strength shall be interpreted as being reference to the compressive strength obtained from Concrete cubes, made, cured and tested in accordance with BS EN 12390.

15.7 A Concrete grade referred to in any quotation or delivery ticket as a prescribed mix or nominal mix or standard mix, shall be interpreted as being one in which strength testing will not be used to judge compliance with the specification.

15.8 Subject to Clause 3 and Clause 9 of the Standard Terms the Company does not warrant that the specification of the Concrete quoted or ordered by the Customer will be suitable for any particular purpose even if the Company has knowledge of that particular purpose.

15.9 In addition and without limitation to Clause 9 the Company shall not be liable under Clause 9.5:

15.9.1 unless the Company is notified by telephone as soon as reasonably practicable after discovery of any Defect and in any event within 40 days of the date of delivery such notification to be confirmed forthwith in writing.

15.9.2 unless the Company is given a reasonable time to investigate any alleged Defect as it sees fit;

15.9.3 if loss of workability or change in air content (where applicable) of the Concrete is caused by reasons outside the control of the Company;

15.9.4 if additional water or any other material has been added to the Concrete after it has been declared by the Company's representatives as being ready for acceptance;

15.9.5 if the Concrete is tested unless:

15.9.5.1 any sample for testing has been taken during discharge from the Company mixer in accordance with the relevant provisions of BS EN 206 & BS 8500 within one hour of unloading unless a longer time has been agreed in writing.

15.9.5.2 testing of fresh concrete and the making curing and testing of Concrete cubes has been carried out in accordance with relevant provisions of BS EN 12390, BS EN 206 & BS 8500.

15.9.5.3 Test results have been interpreted in accordance with the relevant provisions of BS EN 206 & BS 8500 unless an alternative compliance has been agreed in writing.

15.10 In the event of the Customer requesting the Company to remove any surplus Concrete a charge for disposing of the surplus Concrete may be made by the Company.

### 16. SPECIAL PROVISIONS FOR CONSUMERS

16.1 This Clause 16 only applies to a Consumer.

16.2 A Consumer may cancel the Contract with the Company without giving any reason provided that all of the following conditions are met:

16.2.1 the Contract was entered into by the Consumer by any means (for example: over the telephone, by email, online, or by post) other than by in person; and

16.2.2 notice of cancellation is received by the Company within 14 calendar days from the date that the Consumer, or someone on their behalf, acquires physical possession of the Goods, or in the case of a single Contract delivered in instalments, from the date that the Consumer, or someone on their behalf, acquires physical possession of the last instalment of the Goods; and

16.2.3 the notice of cancellation is received by the Company in writing and includes a clear statement of the Consumer's intention to cancel the Contract by letter or email to the Company; and

16.2.4 the Contract is not one for Goods which when delivered to the Consumer, deteriorate rapidly so that they cannot then be returned intact or have become combined with other items so that they are inseparable. For example, concrete or asphalt which has been discharged or aggregates which have been used or mixed with other products; and

16.2.5 the Contract is not one for Goods which have been the subject of special order or customised by the Company for the Consumer; and

16.2.6 the Goods have been returned to or have been dispatched to the Company's premises or any other places as specified by the Company at the expense of the Consumer. The Consumer may request collection of the Goods by the Company and the Company may make a reasonable charge for such collection which is non-refundable.

16.3. In the unlikely event that the Goods are mis-priced, defective, wrongly delivered, mis-described or where the Company is obliged to provide pre-contract information under the Consumer Laws, and such information has not been provided, the Company shall refund the price paid for the Goods and any applicable delivery charges paid by the Consumer as well as the costs to the Consumer of returning the Goods to the Company's premises or any other places as specified by the Company.

16.4. The right to cancel the Contract is in addition to and does not affect a Consumer's rights under the Consumer Laws.

16.5. Advice about a UK Consumer's statutory rights is available from a UK Citizens' Advice Bureau or UK Trading Standards Office.

16.6. Provided that the cancellation has been carried out in accordance with Clause 16.2, the Company shall reimburse the Consumer an amount equal to the Contract Price less any amounts deducted by the Company to reflect the fact that the Goods:

16.6.1. have been tampered with, damaged or removed from their original packaging; or

16.6.2. are no longer in the same condition as they were upon delivery or collection and cannot be re-sold; or

16.6.3. have not been stored in accordance with the recommended storage conditions as may be notified by the Company.

16.7. The Company shall make the reimbursement using the same means of payment as was used to pay the Contract Price unless there is a written agreement between the parties stating otherwise. If payment has been made by debit or credit card, the Company shall refund the debit or credit card used to pay the Contract Price.

16.8. If the Consumer requested that the Company begin the performance of any services associated with the sale of the Goods during the 14-calendar day cancellation period, the Consumer must pay to the Company an amount which is in proportion to the services which were performed before the Company received the notice of the cancellation.

### 17. GENERAL

17.1 The construction validity and performance of these Conditions shall be governed by English law.

17.2 The headings of these Conditions are for convenience only and shall have no effect on interpretation.

17.3 If any Clause or Sub-Clause of these Conditions is held by any court or other competent authority to be void or unenforceable the validity of the other Clauses or Sub-Clauses of these Conditions shall not be affected, and they shall remain in full force and effect.

17.4 The waiver by the Company of any breach or default of these Conditions shall not be construed as a continued waiver of that breach nor as a waiver of any subsequent breach of the same or any other provisions.

17.5 Nothing in these Conditions is intended to or will create any benefit for or right to enforce any of these Conditions on a third party.

17.6 Termination of the Contract shall not affect the rights and obligations whatsoever accrued at the time of termination.