## CONDITIONS FOR HIRE AND SALE OF GOODS TO CONSUMERS AND BUSINESSES Effective from 1 January 2016

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INTERPRETATION

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se conditions the following words have the following meanings:
sumer"
an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession,
tract"
means a contract which incorporates these conditions and made between the Customer and the Supplier for the hire or Contract

sale of Govern,
means the person, firm, company or other organisation hiring Hire Goods or purchasing Sale Goods;
means any advance payment required by the Supplier in relation to the Hire Goods which is to be held as security by the
Constitute. Deposit

Supplier

"Digital Content" "Force Majeure"

Supplier;
means data which is produced and supplied in digital form;
means data which is produced and supplied in digital form;
means any event outside a party's reasonable control including but not limited to acts of God, war, flood, fire,
tabour disputes, strikes, sub-contractors, lock-outs, ridsts, civil commotion, malicious damage, explosion, terrorism,
governmental actions and any other similar events; neans any machine, article, tool, and/or device together with any accessories specified in a Contract which are hired or

"Hire Goods'
"Hire Period'

means any machine, antole, bool, and/or device together with any accessories specified in a Contract which are hired or sold to the Customer; means any Goods which are hired to the Customer; means any Goods which are hired to the Customer; means the period commencing when the Customer holds the Hire Goods on hire (including Saturdays Sundays and Bank Holidays) and ending upon the happening of any of the following events:

(i) the physical return of the Hire Goods by the Customer into the Supplier's possession; or (ii) the physical repossession or collection of Hire Goods by the Supplier; means liability for any and all damages, claims, proceedings, actions, awards, expenses, costs and any other losses and/or liabilities.

"Liability"

liabilities; the Supplier's charging rate for the hire of the Hire Goods which is current from time to time during "Rental"

"Sale Goods

"Supplier

Period; means any Goods which are sold to the Customer; means London Tool Service Ltd, Unit 9 Eversley Way, Thorpe Industrial Estate, Egham, Surrey TW20 8RG and will include its employees, servants, agents and/or duly authorised representatives; means the services and/or work (if any) to be performed by the Supplier for the Customer in conjunction with the hire or sale of Goods including any delivery and/or collection service in respect of the Goods. "Services"

BASIS OF CONTRACT

BASIS OF CONTRACT

Goods are hired or sold subject to them being available for hire or sale to the Customer at the time required by the Customer. The Supplier will not be liable for any loss suffered by the Customer as a result of the Goods being unavailable for hire or sale where the Goods are unavailable due to circumstances beyond the Supplier's contract.

Where hire of the Hire Goods is to a Customer who is an individual, unincorporated entity or a two (2) or three (3) partner unavailable due to circumstances beyond the Supplier's contract.

Where hire of the Hire Goods is to a Customer who is an individual, unincorporated entity or a two (2) or three (3) partner universal, and the hire would be covered by the Consumer Credit Act 1974, the duration of the Hire Period shall not exceed 3 months, after which time the Contract shall be deemed to have automatically terminated. Accordingly the hire of any Hire Goods is not covered by the Consumer Credit Act 1974, in such circumstances, the Customer shall return the Hire Goods to the Supplier on the final day of the 3 month Hire Period rails to do this then it shall be liable for any financial loss which this causes the Supplier.

Nothing in this Contract shall be clable for any financial loss which this causes the Supplier.

Nothing in this Contract shall excluded or limit any statutory rights of the Customer which may not be excluded or limited due to the Customer acting as a Consumer. Where the Customer is acting as a Consumer any provision which is marked with an asterisk (") may, subject to determination by the Courts or any applicable legislation, have no force or effect the add if any provision is under the applicable law of the Contract unenforceable in whole or in part or shall have no force or effect the add of any more described in whole or in part or shall have no force or effect the add of any more described in the Republic of Ireland your local office of the Director of Consumer Affairs or Citizens Indonation Termination Centre.

FAULTY GOODS, DIGITA

3.2

The amount of any Deposit, Rental, monies for Sale Goods and/or charges for any Services shall be as quoted to the Customer or other as shown in the Supplier's current price list from time to time. Where a Deposit is required for the Hire Goods it must be paid in advan the Customer hiring the Hire Goods. The Supplier may also require an initial payment on account of the Rental in advance of the Cust hiring the Hire Goods.

hiring the Hire Goods.
The Customer shall pay the Deposit, Rental, charges for any Services, monies for any Sale Goods and/or any other sums payable under the Contract to the Supplier at the time and in the manner agreed. The Supplier's prices are, unless otherwise stated, exclusive of any applicable VAT for which the Customer shall additionally be liable.
Payment by the Customer in time under the Contract is an essential condition of the Contract. Payment shall not be deemed to be made until the Supplier has received either cash or cleared funds in respect of the full amount outstanding.

The Customer shalls to make any payment in full on the due date the Supplier and charge the Customer interest (both before and after judgment/decree) on the amount unpaid at the rate implied by law under the Late Payment of Commercial Debts (interest) Act 1998 (where applicable) or at the rate of 4% above the base rate from time to time of the Supplier's bank whichever is higher.

The Customer shall pay all sums due to the Supplier under this Contract without any set-off, deduction, counterclaim and/or any other withholding of monies.

Supplier may set a reasonable credit limit for the Customer. The Supplier reserves the right to terminate or suspend the Contract for hire he Hire Goods and/or the provision of Services if allowing it to continue would result in the Customer exceeding its credit limit or the credit 4.7

It is already exceeded.

It is already exceeded.

Is upplier reserves the right to store the Customer's credit card details on its password protected customer account system and further erres the right to use such details against future Rentals made by the Customer.

K, OWNERSHIP AND INSURANCE

In the Crowle will mass immediately to the Customer when they leave the physical possession or control of the Supplier.

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The Supplier reserves the right to use such details against future ferratis made by the Customer.

RISK, OWNERSHIP AND INSURANCE

Risk in the Goods will pass immediately to the Customer when they leave the physical possession or control of the Supplier.

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Risk in the Hire Goods will not pass back to the Supplier from the Customer until the Hire Goods are back in the physical possession of the Supplier. This shall apply even if the Supplier has agreed to cease charging the Rental.

Ownership of the Hire Goods cenains at all times with the Supplier. The Customer has no right, title or interest in the Hire Goods except Customer for the Sale Goods remains at all times with the Supplier. The Customer has no right, title or interest in the Hire Goods except Customer for the Sale Goods have been paid in full.

Until ownership in the Sale Goods passes to the Customer, the Customer shall-hold the Sale Goods in satisfactory condition; and keep the Sale Goods in satisfactory conditions; and keep the Sale Goods in satisfactory conditions and keep the Sale Goods in satisfactory conditions; and keep the 5.6

any associated insurance without the Supplier's written consent.

DEUTRYR, OCLECTION AND SERVICES
It is the responsibility of the Customer to collect the Goods from the Supplier, and, in the case of Hire Goods, return them to the Supplier at the end of the Hire Period. If the Supplier agrees to deliver Goods to and/or collect the Hire Goods from the Customer it will do so at its standard delivery cost and such delivery and/or collection will form part of the Services. If the Supplier agrees to collect the Hire Goods from the Customer at the end of the Hire Period. The Customer must give the Supplier reasonable notice which shall include at least three (3) working days' notice from the end of the Hire Period. The Customer shall remain responsible and liable for any loss, damage or theft to the Hire Goods are collected by the Supplier unless the Supplier flais to collect. The Hire Goods within 5 working days of the Customer notifying the Supplier that the Hire Goods are ready for collection whereupon the Supplier shall be liable for any loss, damage or theft thereafter.

Where the Supplier provides Services the persons performing the Services are servants of the Customer and once the Customer instructs such person they are under the direction and control of the Customer. The Customer shall be solely responsible for any instruction, guidance and/or advice except to the extent that the persons performing the Services as a result of such persons following the customer's instructions, guidance and/or advice except to the extent that the persons performed in the Services are loss of the Customer will allow and/or procure sufficient access to and from the relevant site and procure sufficient unloading space, facilities, equipment and access to utilities for the Supplier's employees, sub-contractors and/or agents to allow them to carry out the Services are due to commence.

tide of confinence.

If any Services are delayed, postponed and/or are cancelled due to the Customer falling to comply with its obligations the Customer will tilable to pay the Supplier's additional standard charges from time to time for such delay, postponement and/or cancellation except where the Customer is acting as a Consumer and the delay is due to a Force Majeure event. Customer is acting as a CARE OF HIRE GOODS

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isstormer shall:
not remove any labels from and/or interfere with the Hire Goods, their working mechanisms or any other parts of them and shall take
reasonable care of the Hire Goods and only use them for their proper purpose in a safe and correct manner in accordance with any
operating and/or safety instructions provided or supplied to the Customer,
notify the Supplier immediately after any breakdown, loss and/or damage to the Hire Goods;
take adequate and proper measures to protect the Hire Goods from thet, damage and/or other risks;
notify the Supplier of any change of its address and upon the Supplier's request provide details of the location of the Hire Goods;
permit the Supplier at all reasonable times and upon reasonable notice to inspect the Hire Goods incuding procuring access to any
keep the Hire Goods at all times in its possession and control and not to remove the Hire Goods from the country where the Customer
is located and/or the country where the Supplier's located without the prior written consent of the Supplier;
be responsible for the conduct and cost of any testing, examinations and/or checks in relation to the Hire Goods required by any
legislation, best practice and/or operating instructions except to the extent that the Supplier has agreed to provide them as part of
any Services;

legislation, best practice and/or operating insuructions except to the except to the desperation of the desp

BREAKDOWN
Allowance may be made in relation to the Rental to the Customer for any non-use of the Hire Goods due to breakdown caused by the development of an inherent fault and/or fair wear and tear on condition that the Customer informs the Supplier as soon as practicable of the breakdown and the Supplier is unable to repair or replace the Hire Goods within a reasonable time.

The Customer shall be responsible for all expenses, loss (including loss of Rental) and/or damage suffered by the Supplier arising from any breakdown of the Hire Goods due to the Customer's negligence, misdirection and/or misuse of the Hire Goods.

The Supplier will at its own cost carry out all or notion emaintenance and repairs to the Hire Goods during the Hire Period and all repairs which are required due to fair wear and tear and/or an inherent fault in the Hire Goods. The Customer will be responsible for the cost of all repairs necessary to thire Goods during the Hire Period which arise otherwise than as a result of fair wear and tear, an inherent fault and/or the negligence of the Supplier while carrying out routine maintenance and/or repairs.

The Customer must not repair or attempt to repair the Hire Goods unless authorised to do so in writing by the Supplier. 8.2

LOSS OR DAMAGE TO THE HIRE GOODS

If the Hire Goods are returned in damaged, unclean and/or defective state except where due to fair wear and tear and/or an inherent fault in the Hire Goods, the Customer shall be liable to pay the Supplier for the cost of any repair and/or cleaning required to return the Hire Goods to a condition fit for re-hire and to pay the Rental, in accordance with the provisions of clause 8.3, until such repairs and/or cleaning have been completed.

If the Pire Boods, the Customer shall be liable to pay the Supplier for the cost of any repair and/or cleaning required to return the Pire Goods to a condition fit for re-hire and to pay the Rental, in accordance with the provisions of clause 8.3, until such repairs and/or cleaning have been completed.

9.2 In respect of any Hire Goods which are lost, stolen or damaged beyond economic repair during the Hire Poods the Contract without provided the Pire Pood the Customer will:

9.2.1 pay to the Supplier for any loss or costs suffered or incurred by the Supplier for any Hire Goods are shall be liable to pay the Perial for the Hire Goods less than whele (12) months old from first registration, less the amount paid to the Supplier under any policy of insurance and/or Deposit in respect of the Hire Goods.

The Customer shall remain liable to pay the Perial for the Hire Goods up to and including the date it notifies the pupplier that the Hire Goods have been lost, stolen and/or damaged beyond economic repair.

In addition to the obligation in clause 9.3 to pay the Perial in from the date the Customer notifies the Supplier for the replacement of the Hire Goods is accordance with clause 9.2 (12 cells Africa), the Customer makes a payment to the Supplier for the replacement of the Hire Goods in accordance with clause 9.2 (12 cells Africa), the Customer shall pay as a genuine pre-estimate of lost rental profit, a sun as liquidated charages being equal to two thirds of the Rental that would have applied for such Hire Goods during the Lost Rental Period. The Supplier shall use its reasonable commercial endeavours to purchase replacements for such Hire Goods and cultivative and the secretary payment from the Customer under clause 9.2 above.

STATUTORY CANCELLATION RIGHT FOR CONSUMERS

The provisions of this clause 10 only apply to Customers who are a Consumer for the purpose of any hire or purchase from the Supplier. The Hire Goods where the Hire Period does not have a fixed duration, the Customer shall, in accordance with i 94

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If no period of notice has been agreed or specified either party shall be entitled to terminate the hire of the Hire Goods by giving not less than

11.5 The rights set out in this clause 11 are in addition to any rights the Customer may have under clause 10 (and any other legal rights).

the Custome

18 Customer: alls to make any payment to the Supplier when due without just cause; reaches the terms of the Contract and, where the breach is capable of remedy, has not remedied the breach within 14 days of receiving breaches the ter notice requiring the breach to be remedied; persistently breaches the terms of the Contract;

12.1.3 persistently breaches the terms of the Contract;
12.1.4 provides incomplete, materially inaccurate or misleading facts and/or information in connection with the Contract;
12.1.5 piedojes, charges or creates any form of security over any Hire Goods or proposes to compound with its creditors, creates a trust deed for its creditors, applies for an interim moratorium in respect of claims and/or proceedings, any distress/diligence, execution or other legal process is levied on any property of the Customer, has a bankruptry petition/petition for sequestration presented against the Customer takes or
12.1.6 being a company, ceases or threatens to cease to carry on business, enters into voluntary or compulsory liquidation, has a receiver, administration or administrative receiver or in the Republic of Ireland an examiner appointed over all or any of its assets, any attachment order/arrestment is made against the Customer, any distress/diligence, execution or other legal process is levied on any property of the Customer or the Customer takes or suffers any similar action in any jurisdiction:
12.1.7 appears to the Supplier (acting reasonably) due to the Customer takes or befancially incapable of meeting its obligations under the Customer takes for the customer takes or the customer takes or the customer takes or suffers any similar action in any jurisdiction:
12.1.7 appears to the Supplier (acting reasonably) to be about to entire council the above variety and in contract; and/or

12.18 appears to the Supplier facting reasonably) to be about to suffer any of the above events;
then the Supplier shall have the right, without prejudice to any other remedies, to exercise any or all of the rights set out in clause 12.2 below.

12.2.1 ary of the events set out in clause 12.1 above occurs in relation to the Customer then12.2.1 except where the Customer is earling as a Consumer the Supplier may enter, without prior notice, any premises of the Customer or premises of third parties with their consent) where Goods owned by the Supplier may be and repossess any Goods;
12.2.2 the Supplier may withhold the performance of any Services and cease any Services in progress under this and/or any other Contract

13.2.3

with the Customer.

12.2.3 the Supplier may immediately cancel, terminate and/or suspend without Liability to the Customer the Contract and/or any other contract with the Customer and/or any other customer. The Customer is the Supplier shall immediately become due and payable.

Any repossession of the Goods shall not affect the Supplier's right to recover from the Customer any monies due under the Contract and/or any damages in respect of any breach which occurred prior to repossession of the Goods. Upon remination of the Contract the Customer shall immediately.

12.4.1 return the Goods to the Supplier or, as requested by the Supplier, make the Goods available for collection by the Supplier or its authorised representatives (the Customer granting or procuring for the Supplier or its authorised representative the right to enter the site without trespass); and

site without trespass), and

12.4.2 pay to the Supplier all arrears for Rentals, Charges for any Services, monies for any Sale Goods and/or any other sums payable under the Contract including, but not limited to, the cost of returning the Goods.

LIMITATIONS OF LIABILITY

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LIMITATIONS OF LIABILITY
"All warranties, representations, terms, conditions and duties implied by law relating to fitness, quality and/or adequacy are excluded to the fullest extent permitted by law.
"If the Supplier is found to be liable in respect of any loss or damage to the Customer's property the extent of the Supplier's Liability will be limited to the retail cost of replacement of the damaged properly.

Any defective Goods must be returned to the Supplier for inspection if requested by the Supplier before the Supplier will have any Liability for defective Goods must be returned to the Supplier for inspection if requested by the Supplier before the Supplier will have any Liability for defective Goods must be returned to the Supplier for inspection if requested by the Supplier shall have no Liability to the Customer if, without just cause, any monies due in respect of the Goods and/or the Services have not been paid in full by the due date for payment.

The Supplier shall have no Liability for additional damage, loss, liability, claims, costs or expenses caused or contributed to by the Customer's continued use of defective Goods and/or Services after a defect has become apparent or suspected or should reasonably have become apparent to the Customer.

The Customer shall give the Supplier a reasonable opportunity to remedy any matter for which the Supplier is liable before the Customer functors any costs and/or expenses in remedying the matter itself. If the Customer does not do so the Supplier shall have no Liability to the 13.7

usations. The Supplier shall have no Liability to the Customer to the extent that the Customer is covered by any policy of insurance arranged a If the Contract and the Customer shall ensure that the Customer's insurers walve any and all rights of subrogation they may have ag of the Contract and the Customer shall er

of the Contract and the Customer shall ensure that the Customer's insurers waive any and all rights of subrogation they may have against the Supplier. The Supplier shall have no Liability to the Customer for any of the following losses (whether direct or indirect):

13.8.1 'consequential losses (including loss of profits and/or damage to goodwill):

13.8.2 economic and/or other similar losses;

13.8.3 special damages and indirect losses; and/or

13.8.4 business interruption, loss of business, contracts and/or opportunity.

The Supplier's total Liability to the Customer under and/or arising in relation to any Contract shall not exceed 5 times the amount of the Rental or montes payable for Sale Goods, in addition to charges for Services (if any) under that Contract or the sum of £1,000 or Euro equivalent whichever is the higher. To the extent that any Liability or the Supplier to the Customer would be met by any insurance of the Supplier than the Liability of the Supplier shall be extended to the extent that such Liability is met by such insurance.

Each of the limitations and/or exclusions in this Contract shall be deemed to be repeated and apply as a separate provision for each of
13.10.1 Liability for breach of contract.

13.10.2 'Liability for breach of statutory and/or common law duty;

except clause 13.9 above which shall apply conce only in respect of all the said types of Liability.

Nothing in this Contract shall exclude or limit the Liability of the Supplier for fraud, death or personal injury due to the Supplier's negligence, on exclude or limit any other type of Liability which it is not permitted to exclude or limit as a matter of law.

GENERAL

Lypon termination of the Contract the provisions of clauses 4.2.4.4.4.5.7.8.9.1.9.3 and shall conflue in full force and effect.

14.3 14.4

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nor exclude or limit any other type of Liability which it is not permitted to exclude or limit as a matter of law.

GENERAL

Upon termination of the Contract the provisions of clauses 4.2, 4.4, 4.5, 7, 8, 9.1, 9.3 and shall continue in full force and effect. Each hire of an item of Hire Goods shall form a distinct Contract which shall be separate to any other Contract relating to other Hire Goods. The Customer shall be liable for the acts and/or omissions of the employees, agents, servents and/or subcontractors as abough they were its own acts and/or omissions on the employees, agents, servents and/or subcontractors as abough they were its own acts and/or omissions on the employees, agents, servents and/or subcontractors as abough they were its own acts and/or omissions on the employees, agents, servents and/or subcontractors as abough they were its own acts and/or omissions on the employees, agents, servents and/or subcontractors as abough they were its own acts and/or of the Contract of the European and any on the Contract of the European acts and/or inabilities suffered by the Supplier and arising from or due only breach of or contract, and provision is held by any competent authority to be unenforceable in whole or in part the validity of the other provisions of this Contract and the remainder of the effected provision shall be unaffected and shall remain in this from an office and provision and the effects of the European acts and the effects of the European acts and the effects of the European acts and the extended for a period act and the provision and the extended of the European acts and the extended and on third parties shall have any rights to enforce the Contract by virtue of the Contract and the remainder of the supplier is

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