

TERMS AND CONDITIONS

The Customer's attention is particularly drawn to the provisions of clause 12 (Limitation of liability).

1. Interpretation

The following definitions and rules of interpretation apply in these Conditions.

1.1 Definitions:

Blends: Blends Flavours & Colours Limited (CRN: 10670248), whose registered office is at Blends House, Overbrook Lane, Knowsley, Prescot, Merseyside, United Kingdom, L34 9FB and/or Blends Limited (CRN: 03537679) whose registered office is at Blends House, Overbrook Lane, Knowsley, Prescot, Merseyside, United Kingdom, L34 9FB.

Brexit: the UK ceasing to be a member state of the European Union on 31 January 2020 and ceasing to be subject to the transition or implementation arrangements provided for by Part 4 of the withdrawal agreement between the UK and the European Union negotiated under Article 50(2) of the Treaty of the European Union which sets out the arrangements for the UK's withdrawal from the European Union.

Bronze Package: the Services to be provided by Blends which are based on the Customer's idea, the Customer's Idea and the Customer's recipe.

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

Charges: the charges set out in clause 9.

Commencement Date: has the meaning given in clause 2.2.

Conditions: these terms and conditions as amended from time to time in accordance with clause 16.8.

Contract: the contract between Blends and the Customer for the supply of Goods and/or Services in accordance with these Conditions.

Control: has the meaning given in section 1124 of the Corporation Tax Act 2010, and the expression change of Control shall be construed accordingly.

Controller, processor, data subject, personal data, personal data breach, processing and appropriate technical measures: as defined in the Data Protection Legislation.

Customer: the person, company or firm who purchases the Goods and/or Services from Blends.

Deliverables: the deliverables set out in the Order produced by Blends for the Customer.

Delivery Location: has the meaning given in clause 4.6.

Force Majeure Event: has the meaning given to it in clause 15.

Gold Package: the Services to be provided by Blends, which are based on the Customer's idea, but where Blends creates the samples, recipe, the final Goods and the branding.

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

Goods Specification: any specification for the Goods, that is included in the Order or subsequently agreed in writing by the Customer and Blends.

Intellectual Property Rights: patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including but limited to know-how and trade secrets), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Order: the Customer's order for the supply of Goods and/or Services, as set out in the Customer's written acceptance (which can be in the form of a purchase order from the Customer) of Blends' quotation.

Services: the services, including the Deliverables, supplied by Blends to the Customer as set out in the Service Specification.

Service Specification: the description or specification for the Services provided in writing by Blends to the Customer, which will state whether the Customer is wishing to proceed on the basis of the Bronze Package, Silver Package, or the Gold Package.

Silver Package: the Services to be provided by Blends, which are based on the Customer's idea, but where Blends creates the samples, recipe and, the final Goods.

Supplier Materials: has the meaning given in clause 8.1(g).

1.2 Interpretation:

- (a) A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- (b) A reference to a party includes its personal representatives, successors and permitted assignees.

- (c) A reference to a statute or statutory provision is a reference to it as amended or re-enacted. A reference to a statute or statutory provision includes all subordinate legislation made under that statute or statutory provision.
- (d) Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- (e) A reference to **writing** or **written** includes email.

2. Basis of contract

- 2.1 The Order constitutes an offer by the Customer to purchase Goods or Services or Goods and Services in accordance with these Conditions.
- 2.2 The Order shall only be deemed to be accepted when Blends issues written acceptance of the Order at which point, and on which date the Contract shall come into existence (**Commencement Date**).
- 2.3 Any samples, drawings, descriptive matter or advertising issued by Blends and any descriptions of the Goods or illustrations or descriptions of the Services in any marketing or sales literature are issued or published for the sole purpose of giving an approximate idea of the Services and/or Goods described in them. They shall not form part of the Contract nor have any contractual force.
- 2.4 These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by law, trade custom, practice, or course of dealing.
- 2.5 Any quotation given by Blends shall not constitute an offer, and is only valid for a period of 20 Business Days from its date of issue.
- 2.6 All of these Conditions shall apply to the supply of both Goods and Services except where application to one or the other is specified.

3. Goods

- 3.1 The Goods are as described in the Goods Specification.
- 3.2 To the extent that the Goods are to be manufactured in accordance with a Goods Specification supplied by the Customer, the Customer shall indemnify and hold harmless Blends against all liabilities, costs, expenses, damages and losses (including any direct, indirect or consequential

losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by Blends arising out of or in connection with any claim made against Blends for actual or alleged infringement of a third party's intellectual property rights arising out of or in connection with Blends' use of the Goods Specification. This clause 3.2 shall survive termination of the Contract.

- 3.3 Blends reserves the right to amend the Goods Specification if required by any applicable statutory or regulatory requirement, and Blends shall notify the Customer in any such event.

4. Delivery of Goods

- 4.1 Blends shall ensure that:

- (a) each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all relevant reference numbers, the type and quantity of the Goods, special storage instructions (if any) and, if the Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered;
- (b) it states clearly on the delivery note any requirement for the Customer to return any packaging material to Blends. The Customer shall make any such packaging materials available for collection at such times as Blends shall reasonably request. Returns of packaging materials shall be at Blends' expense; and
- (c) a weekly intermediate bulk container (**IBC**) report will be sent to the Customer (**Report**) each Friday.

- 4.2 Once the Report is received by the Customer, the Customer must provide to Blends the details of the IBCs which are empty and ready for collection (**Notification**).

- 4.3 Once Blends receives the Notification it is the Customer's responsibility to ensure that the IBCs are available for collection by Blends within 3 – 5 Business Days. If the IBCs are not available within this time frame then the Customer will be liable for a haulage charge.

- 4.4 The IBCs will be quality inspected within 48 hours of them having been collected by Blends. If in Blends' reasonable opinion, the IBC's which have been collected from the Customer are in an unsatisfactory condition and they can no longer be used for their intended purpose, a charge shall be issued to the Customer per IBC based on the current market price for purchase of a replacement.

- 4.5 In the event that an IBC is lost or not available for collection after a 3 month period from delivery date, Blends reserves the right to invoice the Customer for a replacement IBC at the

current market price in order to replenish stock. If after this time the Customer is able to return the IBC(s), a credit note will be issued to the Customer.

The charges referred to above at clause 4.4 and 4.5 being the **IBC Charges**.

- 4.6 Blends shall deliver the Goods to the location set out in the Order or such other location as the parties may agree (**Delivery Location**) at any time after Blends notifies the Customer that the Goods are ready.
- 4.7 Delivery of the Goods shall be completed once the Goods have been offloaded at the Delivery Location, as specified on the Order.
- 4.8 Any dates quoted for delivery of the Goods are approximate only, and the time of delivery is not of the essence. Blends shall not be liable for any delay in delivery of the Goods that is caused by a Force Majeure Event or the Customer's failure to provide Blends with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 4.9 If Blends fails to deliver the Goods, its liability shall be limited to the costs and expenses incurred by the Customer in obtaining replacement goods of similar description and quality in the cheapest market available, less the price of the Goods. Blends shall have no liability for any failure to deliver the Goods to the extent that such failure is caused by a Force Majeure Event or the Customer's failure to provide Blends with adequate delivery instructions for the Goods or any relevant instruction related to the supply of the Goods.
- 4.10 If the Customer fails to take delivery of the Goods within two Business Days of Blends notifying the Customer that the Goods are ready, then except where such failure or delay is caused by a Force Majeure Event or by Blends' failure to comply with its obligations under the Contract in respect of the Goods:
- (a) delivery of the Goods shall be deemed to have been completed at 9.00 am on the second Business Day following the day on which Blends notified the Customer that the Goods were ready; and
 - (b) Blends shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).
- 4.11 If ten Business Days after the day on which Blends notified the Customer that the Goods were ready for delivery the Customer has not taken delivery of them, Blends may resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage and selling costs, charge the Customer for any shortfall below the price of the Goods.

- 4.12 If Blends delivers up to and including 5% more or less than the quantity of Goods ordered the Customer may not reject them, but on receipt of notice from the Customer that the wrong quantity of Goods was delivered, Blends shall make a pro rata adjustment to the invoice for the Goods.
- 4.13 Blends may deliver the Goods by instalments, which shall be invoiced and paid for separately. Each instalment shall constitute a separate contract. Any delay in delivery or defect in an instalment shall not entitle the Customer to cancel any other instalment.

5. Quality of Goods

- 5.1 Blends warrants that on delivery, the Goods shall:
- (a) conform in all material respects with any applicable Goods Specification;
 - (b) be free from material defects;
 - (c) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and
 - (d) be fit for their intended purpose.
- 5.2 Subject to clause 5.3, Blends shall, at its option, replace any defective Goods, or refund the price of the defective Goods in full if:
- (a) the Customer gives notice in writing within 7 Business Days of delivery that some or all of the Goods do not comply with the warranty set out in clause 5.1;
 - (b) Blends is given a reasonable opportunity of examining such Goods; and
 - (c) the Customer (if asked to do so by Blends) returns such Goods to Blends' place of business at the Customer's cost.
- 5.3 Blends shall not be liable for the Goods' failure to comply with the warranty in clause 5.1 if:
- (a) the Customer makes any further use of such Goods after giving a notice in accordance with clause 5.2;
 - (b) the defect arises because the Customer failed to follow Blends' oral or written instructions as to the storage or use of the Goods or (if there are none) good trade practice;
 - (c) the defect arises as a result of Blends following any Goods Specification supplied by the Customer;
 - (d) the Customer fails to carry out reasonable testing on the Goods within 5 Business Days of delivery and/or the Customer has inadequate processes and procedures in places to carry out any such testing;

- (e) the Customer alters such Goods without the written consent of Blends;
- (f) the defect arises as a result of wilful damage or the Customer's negligence; or
- (g) the Goods differ the Goods Specification as a result of changes made to ensure they comply with applicable statutory or regulatory standards.

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

5.5 The terms of these Conditions shall apply to any replacement Goods supplied by Blends.

6. Title and risk

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

6.2 Title to the Goods shall not pass to the Customer until the earlier of:

- (a) Blends receives payment in full (in cash or cleared funds) for the Goods and any other goods that Blends has supplied to the Customer in respect of which payment has become due, in which case title to the Goods shall pass at the time of payment of all such sums; or
- (b) the Customer resells the Goods, in which case title to the Goods shall pass to the Customer at the time specified in clause 6.4.

6.3 Until title to the Goods has passed to the Customer, the Customer shall:

- (a) store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as Blends' property;
- (b) not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
- (c) maintain the Goods in satisfactory condition and keep them insured against all risks for their full price on Blends' behalf from the date of delivery;
- (d) notify Blends immediately if it becomes subject to any of the events listed in clause 13.1(b) to clause 13.1(d); and
- (e) give Blends such information as Blends may reasonably require from time to time relating to:
 - (i) the Goods; and
 - (ii) the ongoing financial position of the Customer.

- 6.4 Subject to clause 6.5, the Customer may resell or use the Goods in the ordinary course of its business (but not otherwise) before Blends receives payment for the Goods. However, if the Customer resells the Goods before that time:
- (a) it does so as principal and not as Blends' agent; and
 - (b) title to the Goods shall pass from Blends to the Customer immediately before the time at which resale by the Customer occurs.
- 6.5 At any time before title to the Goods passes to the Customer, Blends:
- (a) may by notice in writing, terminate the Customer's right under clause 6.4 to resell the Goods or use them in the ordinary course of its business; and
 - (b) require the Customer to deliver up all Goods in its possession that have not been resold, or irrevocably incorporated into another product and if the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.

7. Supply of Services

- 7.1 Blends shall supply the Services to the Customer in accordance with the Service Specification in all material respects.
- 7.2 Blends shall use all reasonable endeavours to meet any performance dates for the Services specified in the Service Specification but any such dates shall be estimates only and time shall not be of the essence for the performance of the Services.
- 7.3 Blends reserves the right to amend the Service Specification if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Services, and Blends shall notify the Customer in any such event.
- 7.4 Blends warrants to the Customer that the Services will be provided using reasonable care and skill.
- 7.5 The Services shall be provided by Blends on the basis of the Service Specification, however if the Customer decides not to place an Order for the final Goods then Blends reserves the right to charge the Customer on a time and materials basis for any development work undertaken (**Development Costs**). Blend's standard rates are detailed in the Services Specification.
- 7.6 If the Customer places an Order for the final Goods then Blends may in its absolute discretion offset in full or in part the Development Costs against the Charges. For the avoidance of doubt

any such arrangement is at the absolute discretion of Blends and will be agreed in writing by Blends prior to the Commencement Date.

8. Customer's obligations

8.1 The Customer shall:

- (a) ensure that the terms of the Order and any information it provides in the Service Specification and the Goods Specification are complete and accurate;
- (b) co-operate with Blends in all matters relating to the Services;
- (c) provide Blends, its employees, agents, consultants and subcontractors, with access to the Customer's premises, office accommodation and other facilities as reasonably required by Blends to provide the Services;
- (d) provide Blends with such information and materials as Blends may reasonably require in order to supply the Services, and ensure that such information is complete and accurate in all material respects;
- (e) prepare the Customer's premises for the supply of the Services;
- (f) obtain and maintain all necessary licences, permissions and consents which may be required for the Services before the date on which the Services are to start;
- (g) comply with all applicable laws, including health and safety laws;
- (h) keep all materials, recipes, branding created by Blends, samples, equipment, documents and other property of Blends (**Supplier Materials**) at the Customer's premises in safe custody at its own risk, maintain Blends Materials in good condition until returned to Blends, and not dispose of or use Blends Materials other than in accordance with Blends' written instructions or authorisation; and
- (i) comply with any additional obligations as set out in the Service Specification and the Goods Specification.

8.2 If Blends' performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation (**Customer Default**):

- (a) without limiting or affecting any other right or remedy available to it, Blends shall have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations in each case to the extent the Customer Default prevents or delays Blends' performance of any of its obligations;

- (b) Blends shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from Blends' failure or delay to perform any of its obligations as set out in this clause 8.2; and
- (c) the Customer shall reimburse Blends on written demand for any costs or losses sustained or incurred by Blends arising directly or indirectly from the Customer Default.

9. Charges and payment

9.1 The price for Goods:

- (a) shall be the price set out in the quotation provided by Blends and confirmed in the Order; and
- (b) shall be exclusive of all costs and charges of packaging (including pallets, IBCS and any other containers), insurance, transport of the Goods, which shall be invoiced to the Customer, unless otherwise determined in the quotation provided by Blends.

9.2 Where applicable the IBC Charges will be charged to the Customer in addition to the charges set out in 9.1, but full credit will be given to the Customer where the IBCs are returned in accordance with clause 4 of these Conditions.

9.3 Any special payment terms or rebate arrangements shall be confirmed in writing by Blends and shall be subject to the Customer complying with all of its other obligations under these Conditions.

9.4 The charges for Services shall be calculated on a time and materials basis:

- (a) the charges shall be calculated in accordance with Blends' daily fee rates, as set out in the Service Specification;
- (b) Blends' daily fee rates for each individual person are calculated on the basis of an eight-hour day from 8.00 am to 5.00 pm worked on Business Days;
- (c) Blends shall be entitled to charge an overtime rate of 50% of the daily fee rate on a pro rata basis for each part day or for any time worked by individuals whom it engages on the Services outside the hours referred to in clause 9.4(b); and
- (d) Blends shall be entitled to charge the Customer for any expenses reasonably incurred by the individuals whom Blends engages in connection with the Services including travelling expenses, hotel costs, subsistence and any associated expenses, and for the cost of services provided by third parties and required by Blends for the performance of the Services, and for the cost of any materials.

9.5 Blends reserves the right to:

- (a) increase the charges for the Services on an annual basis with effect from each anniversary of the Commencement Date in line with the percentage increase in the Retail Prices Index in the preceding 12-month period and the first such increase shall take effect on the first anniversary of the Commencement Date and shall be based on the latest available figure for the percentage increase in the Retail Prices Index;
- (b) increase the price of the Goods, by giving notice to the Customer at any time before delivery, to reflect any increase in the cost of the Goods to Blends that is due to:
 - (i) any factor beyond the control of Blends (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);,
 - (ii) any increases in taxes and duties, materials, ingredients and any other costs as a result of Brexit;
 - (iii) any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Goods Specification; or
 - (iv) any delay caused by any instructions of the Customer in respect of the Goods or failure of the Customer to give Blends adequate or accurate information or instructions in respect of the Goods.

9.6 In respect of Goods, Blends shall invoice the Customer on or at any time after the Commencement Date. In respect of Services, Blends shall invoice the Customer on completion of the Services.

9.7 The Customer shall pay each invoice submitted by Blends:

- (a) within 5 days of the date of the invoice or in accordance with any credit terms agreed by Blends and confirmed in writing to the Customer; and
- (b) in full and in cleared funds to a bank account nominated in writing by Blends, and
- (c) time for payment shall be of the essence of the Contract.

9.8 Blends may from time to time allow the Customer to open a trade account. This will only be opened after satisfactory references have been taken by Blends and:

- (a) acceptance of an Order by Blends is subject to credit approval; and
- (b) trade accounts must be paid in full (unless otherwise agreed in writing by Blends within 30 days of the date or, if such day is a non-business day, the immediately preceding Business Day.

- 9.9 All amounts payable by the Customer under the Contract are exclusive of amounts in respect of value added tax chargeable from time to time (**VAT**). Where any taxable supply for VAT purposes is made under the Contract by Blends to the Customer, the Customer shall, on receipt of a valid VAT invoice from Blends, pay to Blends such additional amounts in respect of VAT as are chargeable on the supply of the Services or Goods at the same time as payment is due for the supply of the Services or Goods.
- 9.10 If the Customer fails to make a payment due to Blends under the Contract by the due date, then, without limiting Blends' remedies under clause 13 (Termination), the Customer shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this clause 9.10 will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%.
- 9.11 All amounts due under the Contract shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

10. Intellectual property rights

- 10.1 Unless otherwise agreed in writing by Blends all Intellectual Property Rights in or arising out of or in connection with the Services and/or the Goods (other than Intellectual Property Rights in any materials provided by the Customer) shall be owned by Blends.
- 10.2 Blends may from time to time agree in writing:
- (a) to grant to the Customer, a fully paid-up, worldwide, non-exclusive, royalty-free licence during the term of the Contract (or for such other term as Blends may agree in writing) to copy the Deliverables (excluding materials provided by the Customer) for the purpose of receiving and using the Services and the Deliverables in its business; or
 - (b) to assign elements of the Intellectual Property to the Customer.
- 10.3 Any licence or assignment shall be subject to an additional charge, as notified to the Customer in writing, and any assignment shall be subject to the Customer having settled all Charges due to Blends (whether under the Contract or otherwise)
- 10.4 The Customer shall not sub-license, assign or otherwise transfer the rights granted by clause 10.2.

10.5 The Customer grants Blends a fully paid-up, non-exclusive, royalty-free non-transferable licence to copy and modify any materials provided by the Customer to Blends for the term of the Contract for the purpose of providing the Services to the Customer.

11. Confidentiality

11.1 Each party undertakes that it shall not at any time during the Contract, and for a period of five years after termination of the Contract, disclose to any person any confidential information concerning the business, affairs, customers, clients, suppliers, pricing, manufacturing or production methods or processes or the production sites of the other party or of any member of the group of companies to which the other party belongs, except as permitted by clause 11.2.

11.2 Each party may disclose the other party's confidential information:

- (a) to its employees, officers, representatives or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under or in connection with the Contract. Each party shall ensure that its employees, officers, representatives or advisers to whom it discloses the other party's confidential information comply with this clause 11; and
- (b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

11.3 No party shall use any other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with the Contract.

12. Limitation of liability: THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE.

12.1 Blends has obtained insurance cover in respect of its own legal liability for individual claims not exceeding £5,000,000 per claim. The limits and exclusions in this clause reflect the insurance cover Blends has been able to arrange and the Customer is responsible for making its own arrangements for the insurance of any excess loss.

12.2 The restrictions on liability in this clause 12 apply to every liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.

12.3 Neither party may benefit from the limitations and exclusions set out in this clause in respect of any liability arising from its deliberate default.

- 12.4 Nothing in the Contract limits any liability which cannot legally be limited, including liability for:
- (a) death or personal injury caused by negligence;
 - (b) fraud or fraudulent misrepresentation;
 - (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession); and
 - (d) defective products under the Consumer Protection Act 1987.
- 12.5 Subject to clause 12.4, Blends' total liability to the Customer in respect of all breaches of duty occurring within any contract year shall not exceed the cap.
- 12.6 In clause 12.5:
- (a) **cap.** The cap is the greater of 150% per of the total charges in the contract year in which the breaches occurred.
 - (b) **contract year.** A contract year means a 12-month period commencing with the Commencement Date or any anniversary of it; and
 - (c) **total charges.** The total charges means all sums paid by the Customer and all sums payable under the Contract in respect of Goods and Services actually supplied by Blends, whether or not invoiced to the Customer.
- 12.7 This clause 12.7 sets out specific heads of excluded loss and exceptions from them:
- (a) Subject to clause 12.4, the types of loss listed in clause 12.7(c) are wholly excluded by the parties, but the types of loss and specific losses listed in clause 12.7(d) are not excluded.
 - (b) If any loss falls into one or more of the categories in clause 12.7(c) and also falls into a category, or is specified, in clause 12.7(d), then it is not excluded.
 - (c) The following types of loss are wholly excluded:
 - (i) loss of profits;
 - (ii) loss of sales or business;
 - (iii) loss of agreements or contracts;
 - (iv) loss of anticipated savings;
 - (v) loss of use or corruption of software, data or information;
 - (vi) loss of or damage to goodwill; and

(vii) indirect or consequential loss.

(d) The following types of loss and specific loss are not excluded:

- (i) sums paid by the Customer to Blends pursuant to the Contract, in respect of any Goods or Services not provided in accordance with the Contract;
- (ii) wasted expenditure;
- (iii) additional costs of procuring and implementing replacements for, or alternatives to, Goods or Services not provided in accordance with the Contract. These include but are not limited to consultancy costs, additional costs of management time and other personnel costs, and costs of equipment and materials; and
- (iv) losses incurred by the Customer arising out of or in connection with any third party claim against the Customer which has been caused by the act or omission of Blends. For these purposes, third party claims shall include but not be limited to demands, fines, penalties, actions, investigations or proceedings, including those made or commenced by subcontractors, Blends' personnel, regulators and customers of the Customer.

12.8 Blends has given commitments as to compliance of the Goods and Services with relevant specifications in clause 5 and clause 7. In view of these commitments, the terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

12.9 This clause 12 shall survive termination of the Contract.

13. Termination

13.1 Without affecting any other right or remedy available to it, either party may terminate the Contract with immediate effect by giving written notice to the other party if:

- (a) the other party commits a material breach of its obligations under the Contract and (if such breach is remediable) fails to remedy that breach within 10 days after receipt of notice in writing to do so;
- (b) the other party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), obtaining a moratorium, being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business;

- (c) the other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or
- (d) the other party's financial position deteriorates so far as to reasonably justify the opinion that its ability to give effect to the terms of the Contract is in jeopardy.

13.2 Without affecting any other right or remedy available to it, Blends may terminate the Contract with immediate effect by giving written notice to the Customer if:

- (a) the Customer fails to pay any amount due under the Contract on the due date for payment;
- (b) there is a change of Control of the Customer.

13.3 Without affecting any other right or remedy available to it, Blends may suspend the supply of Services or all further deliveries of Goods under the Contract or any other contract between the Customer and Blends if the Customer fails to pay any amount due under the Contract on the due date for payment, the Customer becomes subject to any of the events listed in clause 13.1(b) to clause 13.1(d), or Blends reasonably believes that the Customer is about to become subject to any of them.

14. Consequences of termination

14.1 On termination of the Contract:

- (a) the Customer shall immediately pay to Blends all of Blends' outstanding unpaid invoices and interest and, in respect of Services and Goods supplied but for which no invoice has been submitted, Blends shall submit an invoice, which shall be payable by the Customer immediately on receipt;
- (b) the Customer shall return all of Blends Materials and any Deliverables or Goods which have not been fully paid for. If the Customer fails to do so, then Blends may enter the Customer's premises and take possession of them. Until they have been returned, the Customer shall be solely responsible for their safe keeping and will not use them for any purpose not connected with this Contract.

14.2 Termination of the Contract shall not affect any rights, remedies, obligations and liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.

14.3 Any provision of the Contract that expressly or by implication is intended to have effect after termination shall continue in full force and effect.

15. Force majeure

Neither party shall be in breach of the Contract nor liable for delay in performing or failure to perform, any of its obligations under the Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control (a **Force Majeure Event**). In such circumstances the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed. If the period of delay or non-performance continues for 2 months the party not affected may terminate the Contract by giving 10 Business Days written notice to the affected party.

16. General

16.1 Assignment and other dealings

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

16.2 Notices.

- (a) Any notice or other communication given to a party under or in connection with the Contract shall be in writing and shall be:
 - (i) delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or
 - (i) sent by email to the address specified in the Order.
- (b) Any notice or communication shall be deemed to have been received:
 - (i) if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address;
 - (ii) if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting or at the time recorded by the delivery service;
 - (iii) if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause 16.2(b)(iii), business hours means 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.

- (c) This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

16.3 Severance. If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the Contract. If any provision or part provision of the Contract is deemed deleted under this clause 16.3 the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the commercial result of the original provision.

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

16.5 No partnership or agency. Nothing in the Contract is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, constitute either party the agent of the other, or authorise either party to make or enter into any commitments for or on behalf of the other party.

16.6 Entire agreement.

- (a) The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- (b) Each party acknowledges that in entering into the Contract it does not rely on, and shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misrepresentation based on any statement in the Contract.

16.7 Third party rights.

- (a) Unless it expressly states otherwise, the Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
- (b) The rights of the parties to rescind or vary the Contract are not subject to the consent of any other person.

16.8 Variation. Except as set out in these Conditions, no variation of the Contract shall be effective unless it is agreed in writing and signed by the parties (or their authorised representatives).

16.9 Governing law. The Contract and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.

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