

## TERMS AND CONDITIONS

### **Application and entire agreement**

1. These Terms and Conditions apply to the provision of the service detailed in our Tender by New Heat Solutions a company registered in England and Wales under number OC 386516 whose registered office is at Unit 211 Lansbury Estate, 102 Lower Guildford Road, Woking, Surrey GU21 2EP (we or us or service provider) to the person buying the services (you or customer).
2. You are deemed to have accepted these Terms and Conditions when you accept our Tender or from the date of any performance of the Services (whichever happens earlier) and these Terms and Conditions and our Tender (the Contract) are the entire agreement between us.
3. You acknowledge that you have not relied on any statement, promise or representation made or given by or on behalf of. These Conditions apply to the Contract to the exclusion of any other terms that you try to incorporate, or which are implied by trade, custom, practice or cause of dealing.

### **Interpretation**

4. A “Business Day” means any day other than a Saturday or Sunday or bank holiday in England and Wales.
5. The headings in these Terms and Conditions are for convenience only and do not affect their interpretation.
6. Words imparting the singular number shall include the plural and vice-versa.

### **Services**

7. We warrant that we will use reasonable care and skill in our performance of the Services which will comply with the Tender, including any specification in all material aspects. We can make any changes to the Services which are necessary to comply with any applicable law or safety requirement, and we will notify you if this is necessary.
8. We will use our reasonable endeavours to complete the performance of the Services within the time agreed or as set out in the Tender, however, time shall not be of the essence in the performance of our obligations.
9. All these Terms and Conditions apply to the supply of any goods as well as Services unless we specify otherwise.
10. We do not undertake responsibility for design.

### **Your Obligations**

11. You must obtain any permissions, consents, license or otherwise that we need and must give us with access to all relevant information, materials, properties, and any other matters which we need to provide the Services.
12. If you do not comply with clause 11, we can terminate the Services.
13. We are not liable for any delay or failure to provide the Services if this is caused by your failure to comply with the provisions of this section. **(Your Obligations)**.

## Fees

14. The fees (**Fees**) for the Services are set out in the Tender and are on a time and materials basis.
15. In addition to the Fees, we can recover from you:
  - (a) reasonable incidental expenses including, but not limited to, travelling expenses, hotel costs, subsistence, and any associated expenses.
  - (b) the cost of services provided by third parties and required by us for the performance of the Services; and
  - (c) the cost of any materials required for the provision of the Services.
16. You must pay us for any additional services provided by us that are not specified in the Tender in accordance with our then current applicable hourly rate in effect at the time of performance or such other rate as may be agreed between us. The provisions of clause 14 also apply to these additional services.
17. The Fees are inclusive of any additional VAT and other taxes or levies which are imposed or charged by any competent authority.

## Cancellation and Amendment

18. We can withdraw, cancel, or amend a Tender if it has not been accepted by you, or if the Services have not started, within a period of 14 days from the date of the Tender (unless the Tender has been withdrawn).
19. Either we or you can cancel an order for any reason prior to your acceptance (or rejection) of the Tender.
20. If you want to amend any details of the Services, you must tell us in writing as soon as possible. We will use reasonable endeavours to make any required changes and additional costs will be included in the Fees and invoiced to you.
21. If, due to circumstances beyond our control, including those set out in the clause below (**Circumstances beyond a Party's control**), If we must make any change in the Services or how they are provided, we will notify you immediately. We will use reasonable endeavours to keep any such changes to a minimum.

## Payment

22. We will invoice you for payment of the Fees either:
  - a) When we have completed the Services; or
  - b) On the invoice dates set out in the Tender.
23. You must pay the Fees within 14 days of the date of our invoice or otherwise in accordance with any credit terms agreed between us.
24. Time for payment shall be of the essence of the Contract.
25. Without limiting any other right or remedy we have for statutory interest, if you do not pay within the period set out above, we will charge you interest at a rate of 5% per annum above the base lending rate of the Bank of England from time to time on the amount outstanding until payment is received in full.
26. All payments due under these Terms and Conditions must be made in full without any deduction or withholding except as required by law and neither of us can assert any credit, set-off or counterclaim against the other to justify withholding payment of any such amount as whole or in part.
27. If you do not pay within the period set out above, we can suspend any further provision of the Services and cancel any further services which have been ordered by, or otherwise arranged with you.

- 28. Receipts for payment will be issued by us only at your request.
- 29. All payments must be made in British Pounds unless otherwise agreed in writing between us.

#### **Sub-Contracting and assignment**

- 30. We can at any time assign, transfer, charge, subcontract, or deal in any other manner with all or any of our rights under these Terms and Conditions and can subcontract or delegate in any manner any or all our obligations to any third party.
- 31. You must not, without your prior written consent, assign, transfer, charge, subcontract, or deal in any other manner with all or any of your rights or obligations under these Terms and Conditions.

#### **Termination**

- 32. We can terminate the provision of Services immediately if you:
  - a) Commit a material breach of your obligations under these Terms and Conditions; or
  - b) Fail to make payment of any amount due under the Contract on the due date for payment; or
  - c) Are or become or, in our reasonable opinion, are about to become, the subject of a bankruptcy order or take advantage of any other statutory provision for the relief of insolvent debtor; or
  - d) Enter a voluntary arrangement under Part 1 of the Insolvency Act 1986, or any other scheme or arrangement is made within its creditors; or
  - e) Convene any meeting of your creditors, enter into a voluntary or compulsory liquidation, have a receiver, manager, administrator or administrative receiver appointed in respect of your assets or undertakings or any part of them, any documents are filed with the court for the appointment of an administrator in respect of you, notice of intention to appoint an administrator is given by you or any of your directors or by a qualifying floating charge holder (as defined in para 14 of Schedule B)1 of The Insolvency Act 1986), a resolution is passed or petition presented to any court for your winding up or for the granting of an administration order in respect of you, or any proceedings are commenced relating to your insolvency or possible insolvency.

#### **Intellectual Property**

- 33. We reserve all copyright and any other intellectual property rights which may subsist in any goods supplied in connection with the provision of the Services. We reserve the right to take any appropriate action to restrain or prevent the infringement of such intellectual property rights.

#### **Liability and Indemnity**

- 34. Our liability under these Terms and Conditions, and in breach of statutory duty, and in tort or misrepresentation or otherwise, shall be limited as set out in this section.
- 35. The total amount of our liability is limited to the total amount of Fees payable by you under the Contract.
- 36. We are not liable (whether caused by our employees, agents or otherwise) in connection with our provision of the Services or the performance of any of our other obligations under these Terms and Conditions or the Tender for:
  - a) Any indirect, special or consequential loss, damage, costs, or expenses, or;

- b) Any loss of profits, loss of anticipated profits, loss of business, loss of data, loss of reputation or goodwill, business interruption, or other third-party claims; or
  - c) Any failure to perform any of our obligations if such delay or failure is due to any cause beyond our reasonable control, or;
  - d) Any losses caused directly or indirectly from the choice of Services and how they will meet your requirements or your use of the Services or any goods supplied in connection with the Services.
37. You must indemnify us against all damages, costs, claims and expenses suffered by us arising from any loss or damage to any equipment (including that belonging to third parties) caused by you or your agents or employees.
38. Nothing in these Terms and Conditions shall limit or exclude our liability for death or personal injury caused by our negligence, or for any fraudulent misrepresentation, or for any other matters for which it would be unlawful to exclude or limit liability.

### **Data Protection**

39. When supplying the Services to the customer, the Service Provider may gain access to and/or acquire the ability to transfer, store or process personal data of employees of the Customer.
40. The parties agree that where such processing of personal data takes place, the Customer shall be the "Data Controller" and the Service Provider shall be the "Data Processor" as defined in the General Data Protection Regulation (GDPR) as may be amended, extended and/or re-enacted from time to time.
41. For the avoidance of doubt, "Personal Data", "Processing", "Data Controller" and "Data Subject" shall have the same meaning as in the GDPR.
42. The Service Provider shall only process Personal Data to the extent reasonably required to enable it to supply the Services as mentioned in these Terms and Conditions or as requested by and agreed with the Customer, shall not retain any Personal Data longer than necessary for the Processing and refrain from Processing any Personal Data for its own or for any third party's purposes.
43. The Service Provider shall not disclose Personal Data to any third parties other than employees, directors, agents, sub-contractors, or advisors on a strict "need to know" basis and only under the same (or more extensive) conditions as set out in these Terms and Conditions or to the extent required by applicable legislation and/or regulation.
44. The Service Provider shall implement and maintain technical and organisational security measures as are required to protect Personal Data Processed by the Service Provider on behalf of the Customer.
45. Further information about the Service Provider's approach to data protection are specified in its Data Protection Policy, which can be found at [www.legislation.gov.uk](http://www.legislation.gov.uk).
46. For any enquiries or complaints regarding data privacy, you can email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk)

### **Circumstances beyond a party's control**

47. Neither of us is liable for any failure or delay in performing our obligations where such failure or delay results from any cause that is beyond the reasonable control of that party. Such causes include, but are not limited to, industrial action, civil unrest, flood, storms, earthquakes, acts of terrorism, acts of war, government action or any other event that is beyond the control of the party in question. If the delay continues for a period of 90 days, either of us may terminate or cancel the Services to be carried out under these Terms and Conditions.

## **Communications**

48. All notices under these Terms and Conditions must be in writing and signed by, or on behalf of, the party giving notice (or a duly authorised office or third party).
49. Notices shall be deemed to be duly given:
- a) When delivered, if delivered by courier or other messenger (including registered mail) during the normal business hours of the recipient.
  - b) When sent, if transmitted by fax or email and a successful transmission report or return receipt is generated.
  - c) On the fifth business day following mailing, if mailed by national ordinary mail; or
  - d) On the tenth business day following mailing, if mailed by airmail.
50. All notices under these Terms and Conditions must be addressed to the most recent address, email address or fax number notified to the other party.

## **No Waiver**

51. No delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy nor stop further exercise of any other right, or remedy.

## **Severance**

52. If one or more of these Terms and Conditions is found to be unlawful, invalid or otherwise unenforceable, that/those provisions will be deemed severed from the termination of these Terms and Conditions (which will remain valid and enforceable).

## **Law and jurisdiction**

53. This Agreement shall be governed by and interpreted according to the law of England and Wales and all disputes arising under the Agreement (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the English and Welsh courts.

The logo for New Heat Solutions is a stylized leaf or flame shape composed of three overlapping semi-transparent areas: light blue on the left, light green on the right, and a central white area. Below the logo, the company name is written in a large, bold, sans-serif font. 'NEW HEAT' is in a light blue color, and 'SOLUTIONS' is in a light green color, with wide letter spacing.

NEW HEAT  
SOLUTIONS