

# Terms & Conditions

## STANDARD TERMS AND CONDITIONS OF CATNEY WEB SERVICES

### 1. Interpretation

1.1 The definitions and rules of interpretation in this clause apply in these terms and conditions (Conditions).

Contract : the Customer's Order and the Supplier's acceptance of it, or the Customer's acceptance of a quotation for Services by the Supplier under condition &Irm;2.2.

Customer : the person, firm or company identified in the Order overleaf.

Customer's Equipment : any equipment, systems, cabling or facilities provided by the Customer and used directly or indirectly in the supply of the Services.

Deliverables : all Documents, products and materials developed by the Supplier in relation to the Project Plan in any form, including computer programs, data, reports and specifications (including drafts).

In-put Material : all documents, information and materials provided by the Customer relating to the Services including, computer programs, data, reports and specifications

Intellectual Property Rights : all patents, rights to inventions, utility models, copyright and related rights, trade marks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world.

Pre-existing Materials : all documents, information and materials provided by the Supplier relating to the Services which existed prior to the commencement of the Contract including computer programs, data, reports and specifications

Project : the project as described in the Project Plan.

Project Milestones : a date by which a part of the Project is estimated to be completed, as set out in the Project Plan.

Project Plan : the detailed plan describing the Project and setting out the estimated timetable (including Project Milestones) and responsibilities for the provision of the Services agreed in accordance with condition &Irm;4.

Services : the services to be provided by the Supplier under the Contract as set out in the Project Plan.

Supplier : Catney Web Services

Supplier's Equipment : any equipment, provided by the Supplier and used directly or indirectly in the supply of the Services.

1.2 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

1.3 Words in the singular shall include the plural and vice versa.

1.4 Where the words include(s), including or in particular are used in these terms and conditions, they are deemed to have the words without limitation following them and where the context permits, the words other and otherwise are illustrative and shall not limit the sense of the words preceding them.

1.5 Any obligation in the Contract on a person not to do something includes an obligation not to agree, allow, permit or acquiesce in that thing being done.

### 2. Application of conditions

2.1 These Conditions shall apply to and be incorporated into the Contract; and prevail over any inconsistent terms or conditions contained, or referred to, in the Customer's purchase order, confirmation of order, acceptance of a quotation or specification,.

2.2 The Customer's Order, or the Customer's acceptance of a quotation for Services by the Supplier, constitutes an offer by the Customer to purchase the Services specified in it on these Conditions. No offer placed by the Customer shall be accepted by the Supplier other than by a written acknowledgement issued and executed by the Supplier; or (if earlier) by the Supplier starting to provide the Services when a contract for the supply and purchase of those Services on these Conditions will be established. The Customer's standard terms and conditions (if any) attached to, enclosed with or referred to in any purchase order or other document shall not govern the Contract.

2.3 Quotations are given by the Supplier on the basis that no Contract shall come into existence except in accordance with condition &Irm;2.2. Any quotation is valid for a period of 30 days from its date, provided that the Supplier has not previously withdrawn it.

### 3. Commencement and duration

3.1 The Services supplied under the Contract shall be provided by the Supplier to the Customer from the date of acceptance by the Supplier of the Customer's offer in accordance with condition &Irm;2.2.

3.2 The Services supplied under the Contract shall continue to be supplied until the Project is completed in accordance with the Project Plan is terminated by one of the parties giving to the other not less than 30 days notice, unless the Contract is terminated in accordance with condition &Irm;12.

### 4. Project Plan

4.1 In the absence of sufficient details within the Order for the Project Plan and a request by the supplier for information from the Customer:

4.1.1 the Customer shall provide the Supplier with the information as requested without delay;

4.1.2 the Supplier shall, as soon as reasonably practicable, provide the Customer with an amended draft Project Plan if appropriate; and

4.1.3 the Supplier and the Customer shall discuss and agree the amended Project Plan and when it has been agreed, they shall both sign a copy of it and it shall become subject to these Conditions.

4.2 No amendment shall be made to the Project Plan except in accordance with condition &7 and condition &14.

## 5. Supplier's obligations

5.1 The Supplier shall exercise the reasonable skill and care to be expected of a properly and qualified competent website developer and endeavours to provide the Services, and to deliver the Deliverables to the Customer, in accordance in all material respects with the Project Plan.

5.2 The Supplier shall use reasonable endeavours to meet any Project Milestones specified in the Project Plan, but any such dates shall be estimates only and time shall not be of the essence of the Contract.

## 6. Customer's obligations

### 6.1 The Customer shall:

6.1.1 provide, in a timely manner, such In-put Material and other information as the Supplier may request and ensure that it is accurate in all material respects;

6.1.2 ensure that all Customer's Equipment is in good working order and suitable for the purposes for which it is used in relation to the Services and conforms to all relevant United Kingdom standards or requirements;

6.1.3 obtain and maintain all necessary licences and consents and comply with all relevant legislation in relation to the Services, the installation of the Supplier's Equipment, the use of In-put Material and the use of the Customer's Equipment in relation to the Supplier's Equipment in all cases before the date on which the Services are to start;

6.2 If the Supplier's performance of its obligations under the Contract is prevented or delayed by any act or omission of the Customer, its agents, sub-contractors or employees, the Supplier shall not be liable for any costs, charges or losses sustained or incurred by the Customer arising directly or indirectly from such prevention or delay.

6.3 The Customer shall be liable to pay to the Supplier, on demand, all reasonable costs, charges or losses sustained or incurred by the Supplier (including any direct, indirect or consequential losses, loss of profit and loss of reputation, loss or damage to property and those arising from injury to or death of any person and loss of opportunity to deploy resources elsewhere) arising directly or indirectly from the Customer's fraud, negligence, failure to perform or delay in the performance of any of its obligations under the Contract, subject to the Supplier confirming such costs, charges and losses to the Customer in writing.

## 7. Change control

7.1 If either party requests a change to the scope or execution of the Services, the Supplier shall, within a reasonable time, provide a written estimate to the Customer of:

7.1.1 the likely time required to implement the change;

7.1.2 any variations to the Supplier's charges arising from the change;

7.1.3 the likely effect of the change on the Project Plan; and

7.1.4 any other impact of the change on the terms of the Contract.

7.2 If the Customer wishes the Supplier to proceed with the change, the Supplier has no obligation to do so unless and until the parties have agreed in writing on the necessary variations to its charges, the Project Plan and any other relevant terms of the Contract to take account of the change.

## 8. Charges and payment

8.1 Condition &8.2 shall apply if the Supplier provides the Services on a time and materials basis. condition &8.3 shall apply if the Supplier provides the Services for a fixed price. The remainder of this condition &8 shall apply in either case.

8.2 Where the Services are provided on a time and materials basis:

8.2.1 the charges payable for the Services shall be calculated in accordance with the Supplier's standard daily fee rates, as amended from time to time;

8.2.2 the Supplier's standard daily fee rates for each individual person are calculated on the basis of an seven-hour day;

8.2.3 all charges quoted to the Customer shall be exclusive of VAT which the Supplier shall add to its invoices at the appropriate rate;

8.2.4 the Supplier shall invoice the Customer monthly in arrears for its charges for time, expenses and materials (together with VAT where appropriate) for the month concerned, calculated as provided in this condition &lrn;8.2 .

8.3 Where the Services are provided for a fixed price, the total price for the Services shall be the amount set out in the Project Plan. The total price shall be paid to the Supplier (without deduction or set-off) in instalments, as set out in the Project Plan on its achieving the corresponding Project Milestone. On achieving a Project Milestone or at the end of a period specified in the Project Plan in respect of which an instalment is due, the Supplier shall invoice the Customer for the charges that are then payable, together with expenses, the costs of materials and VAT, where appropriate, calculated as provided in condition &lrn;8.4.

8.4 Any fixed price and daily rate contained in the Project Plan excludes the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably incurred by the individuals whom the Supplier engages in connection with the Services, the cost of any materials and the cost of services reasonably and properly provided by third parties and required by the Supplier for the supply of the Services. Such expenses, materials and third party services shall be invoiced by the Supplier; and VAT, which the Supplier shall add to its invoices at the appropriate rate.

8.5 The Customer shall pay each invoice submitted to it by the Supplier, in full and in cleared funds, within [30] days of receipt.

8.6 Without prejudice to any other right or remedy that it may have, if the Customer fails to pay the Supplier on the due date, the Supplier may charge interest on such sum from the due date for payment at the annual rate of 6% above the base lending rate from time to time of [HSBC plc], accruing on a daily basis and being compounded quarterly until payment is made, whether before or after any judgment and the Supplier may claim interest under the Late Payment of Commercial Debts (Interest) Act 1998; and suspend all Services until payment has been made in full.

8.7 All sums payable to the Supplier under the Contract shall become due immediately on its termination, despite any other provision. This condition &lrn;8.7 is without prejudice to any right to claim for interest under the law, or any such right under the Contract.

8.8 The Supplier may, without prejudice to any other rights it may have, set off any liability of the Customer to the Supplier against any liability of the Supplier to the Customer.

## 9. Intellectual property rights

9.1 As between the Customer and the Supplier, all Intellectual Property Rights and all other rights in the Deliverables and the Pre-existing Materials shall be owned by the Supplier. Subject to condition &lrn;9.2, the Supplier licenses all such rights to the Customer free of charge and on a non-exclusive, worldwide basis to such extent as is necessary to enable the Customer to make reasonable use of the Deliverables and the Services. If the Supplier terminates the Contract under condition &lrn;12.2, this licence will automatically terminate.

9.2 The Customer acknowledges that, where the Supplier does not own any Pre-existing Materials, the Customer's use of rights in Pre-existing Materials is conditional on the Supplier obtaining a written licence (or sub-licence) from the relevant licensor or licensors on such terms as will entitle the Supplier to license such rights to the Customer.

## 10. Confidentiality and the Supplier's property

10.1 The Customer shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to the Customer by the Supplier, its employees, agents or sub-contractors and any other confidential information concerning the Supplier's business or its products which the Customer may obtain. The Customer shall restrict disclosure of such confidential material to such of its employees, agents or sub-contractors as need to know the same for the purpose of discharging the Customer's obligations to the Supplier, and shall ensure that such employees, agents or sub-contractors are subject to obligations of confidentiality corresponding to those which bind the Customer.

10.2 All materials, equipment and tools, drawings, specifications and data supplied by the Supplier to the Customer (including Pre-existing Materials and the Supplier's Equipment) shall, at all times, be and remain as between the Supplier and the Customer the exclusive property of the Supplier, but shall be held by the Customer in safe custody at its own risk and maintained and kept in good condition by the Customer until returned to the Supplier, and shall not be disposed of or used other than in accordance with the Supplier's written instructions or authorisation.

10.3 This condition &lrn;10 shall survive termination of the Contract, however arising.

## 11. Limitation of liability

11.1 This condition &lrn;11 sets out the entire financial liability of the Supplier (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Customer in respect of any breach of the Contract; any use made by the Customer of the Services, the Deliverables or any part of them; and any representation, statement or tortious act or omission (including negligence) arising under or in connection with the Contract.

11.2 All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by

law, excluded from the Contract.

11.3 Nothing in these Conditions limits or excludes the liability of the Supplier for death or personal injury resulting from negligence; or for any damage or liability incurred by the Customer as a result of fraud or fraudulent misrepresentation by the Supplier.

11.4 Subject to condition &11.2 and condition &11.3

11.4.1 the Supplier shall not be liable for loss of profits, loss of business, depletion of goodwill and/or similar losses loss of anticipated savings, or loss of goods, loss of contract, loss of use, loss of corruption of data or information, or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.

11.4.2 the Supplier's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of the Contract shall be limited to the price paid for the Services.

## 12. Termination

12.1 Subject to condition &12.3 the Contract shall terminate automatically on completion of the Project in accordance with the Project Plan.

12.2 Without prejudice to any other rights or remedies which the parties may have, either party may terminate the Contract without liability to the other on giving the other not less than 28 days written notice or immediately on giving notice to the other if:

12.2.1 the other party commits a material breach of any of the terms of the Contract and (if such a breach is remediable) fails to remedy that breach within 14 days of that party being notified in writing of the breach; or

12.2.2 an order is made or a resolution is passed for the winding up of the other party, or circumstances arise which entitle a court of competent jurisdiction to make a winding-up order of the other party; or

12.2.3 an order is made for the appointment of an administrator to manage the affairs, business and property of the other party, or documents are filed with a court of competent jurisdiction for the appointment of an administrator of the other party, or notice of intention to appoint an administrator is given by the other party or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986); or

12.2.4 a receiver is appointed of any of the other party's assets or undertaking, or circumstances arise which entitle a court of competent jurisdiction or a creditor to appoint a receiver or manager of the other party, or if any other person takes possession of or sells the other party's assets; or

12.2.5 the other party makes any arrangement or composition with its creditors, or makes an application to a court of competent jurisdiction for the protection of its creditors in any way; or

12.2.6 the other party ceases, or threatens to cease, to trade; or

12.2.7 the other party takes or suffers any similar or analogous action in any jurisdiction in consequence of debt.

12.3 On termination of the Contract for any reason:

12.3.1 the Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, the Supplier may submit an invoice, which shall be payable immediately on receipt;

12.2.2 the accrued rights of the parties as at termination and the continuation of any provision expressly stated to survive or implicitly surviving termination, shall not be affected.

## 13. Force majeure

The Supplier shall have no liability to the Customer under the Contract if it is prevented from or delayed in performing its obligations under the Contract or from carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including without limitation, failure of a utility service and breakdown of equipment.

## 14. Variation

Subject to condition &4 and condition &7, no variation of the Contract or these Conditions shall be valid unless it is in writing and signed by or on behalf of each of the parties.

## 15. Waiver

15.1 A waiver of any right under the Contract is only effective if it is in writing and it applies only to the party to whom the waiver is addressed and the circumstances for which it is given.

## 16. Status of pre-contractual statements

Each of the parties acknowledges and agrees that, in entering into the Contract it does not rely on any undertaking,

promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to these terms and conditions or not) relating to the subject matter of the Contract, other than as expressly set out in the Contract.

#### 17. Assignment

17.1 The Customer shall not, without the prior written consent of the Supplier, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Contract.

#### 18. No partnership or agency

Nothing in the Contract is intended to, or shall operate to, create a partnership between the parties, or to authorise either party to act as agent for the other.

#### 19. Rights of third parties

The Contract is made for the benefit of the parties to it and is not intended to benefit, or be enforceable by, anyone else.

#### 20. Notices

Notice given under the Contract shall be in writing, and to the address, given in the Contract and shall be delivered personally, sent by fax or sent by pre-paid, first-class post or recorded delivery. A notice is deemed to have been received, if delivered personally, at the time of delivery, in the case of fax, at the time of transmission, in the case of pre-paid first class post or recorded delivery, 48 hours from the date of posting and, if deemed receipt under this condition &Irm;20 is not within business hours (meaning 9.00 am to 5.30 pm Monday to Friday on a day that is a business day), at 9.00 am on the first business day following delivery. To prove service, it is sufficient to prove that the notice was transmitted by fax, to the fax number of the party or, in the case of post, that the envelope containing the notice was properly addressed and posted.

#### 21. Governing law and jurisdiction

21.1 The Contract and any dispute or claim arising out of or in connection with it or its subject matter, shall be subject to the jurisdiction of the Courts of England and Wales and governed by the law of England and Wales.