

1. Interpretation

1.1. In these Conditions:

'BUYER' means Housing 21 (registered number 16791R), or its nominee named on the Order. Housing 21 is an exempt charity.

'THE CONTRACTORS BOOKLET ON CODE OF CONDUCT AND HEALTH AND SAFETY' means the Housing 21 booklet that sets out minimum working practices and behaviors sellers must comply with when working in resident homes.

'CONDITIONS' means the standard terms and conditions of purchase set out in this document, together with any terms and conditions set out in the Specification, and (unless the context otherwise requires) includes any special terms and conditions agreed in Writing between the Buyer and the Seller

'CONTRACT' means the contract for the sale and purchase of the Goods and the supply and acquisition of the Services, including the Conditions.

'DELIVERY ADDRESS' means either the address stated on the Order, or such other address as specified in writing to the Seller. Or in the case of digital delivery methods for non-physical goods, such as software or remote services means the specified locations by the buyer.

'GOODS' means the goods (including any instalment of the goods or any part of them) described in the Order.

'ORDER' means either the Buyer's purchase order and or the agreement made via email or an equivalent online platform, to which these Conditions are annexed.

'PERSONAL DATA' means all personal data, processed and/or stored electronically¹ and manually (paper based) files. 'Personal Data' is any information which relates to a living individual who can be or may be identified from that information, (directly or indirectly) from that data alone or in combination with other identifiers possessed by the contractor.

'PRICE' means the price of the Goods and/or the charge for the Services and must include and clearly specify the following minimum factors: 'the price agreed' for the purchase lifecycle, 'taxes' such as VAT, any 'extensions to the agreed order period.' And or 'subscription costs' if relevant

'SELLER' means the supplier or contractor as so described in the Purchase Order and or Small Works Order

'SERVICES' means the services (if any) described in the Order or Specification

'SPECIFICATION' the description or specification for the Services or Goods agreed in writing by the Buyer and the Seller

'WORKS' means the works (if any) described in the Order For example, installation, minor works or build projects.

'WRITING' includes email, electronic communications, and comparable means of communication.

- 1.2. Any reference in these Conditions to a statute or a provision of a statute shall be construed as a reference to that statute or provision as amended, re-enacted, or extended at the relevant time.
- 1.3. The headings in these Conditions are for convenience only and shall not affect their interpretation.

2. Basis of Purchase

- 2.1. The Order constitutes an offer by the Buyer to purchase the Goods and/or acquire the Services subject to these Conditions.
- 2.2. These Conditions shall apply to the Contract to the exclusion of any other terms and conditions on which any quotation has been given to the Buyer or subject to which the Order is accepted or purported to be accepted by the Seller.
- 2.3. No variation to the Order or these Conditions shall be binding unless agreed in Writing between the authorised representatives of the Buyer and the Seller.

3. Specifications

- 3.1. The quantity, quality and description and required delivery date of the Goods and the Services shall, subject as provided in these Conditions, be as specified in the Order and/or in any applicable Specification supplied by the Buyer to the Seller or agreed in Writing by the Buyer.
- 3.2. Any Specification supplied by the Buyer to the Seller, or specifically produced by the Seller for the Buyer, in connection with the Contract, together with the copyright, design rights or any other intellectual property rights in the Specification, shall be the exclusive property of the Buyer. The Seller shall not disclose to any third party or use any such Specification except to the extent that it is or becomes public knowledge through no fault of the Seller, or as required for the purpose of the Contract.
- 3.3. The Seller shall comply with all applicable regulations or other legal requirements concerning the manufacture, packaging, packing and delivery of the Goods and the performance of the Services.
- 3.4. Seller will ensure they are aware of the confidential nature of the Personal Data they process and are bound by confidentiality obligations and use restrictions in respect of the Personal Data and have undertaken training on Data Protection Legislation, relating to handling Personal Data and how it applies to them and are aware of their personal duties and obligations under the Data Protection Legislation (Data Protection Act 2018) and Regulation (UK GDPR) and this Agreement.
- 3.5. The Seller shall not unreasonably refuse any request by the Buyer to inspect and test the Goods during manufacture, processing or storage at the premises of the Seller or any third party prior to dispatch, and the Seller shall provide the Buyer with all facilities reasonably required for inspection and testing.
- 3.6. If as a result of inspection or testing the Buyer is not satisfied that the Goods will comply in all respects with the Contract, and the Buyer so informs the Seller within 7 days of inspection or testing, the Seller shall take such steps as are necessary to ensure compliance.
- 3.7. The Goods shall be marked in accordance with the Buyer's instructions and any applicable regulations or requirements of the carrier, and properly packed and secured so as to reach their destination in an undamaged condition in the ordinary course.

4. Price of the Goods and Services

- 4.1. The Price of the Goods and the Services shall be as stated in the Order and, unless otherwise so stated, shall be:
 - Exclusive of any applicable value added tax (which shall be payable by the Buyer subject to receipt of a VAT invoice); and
 - Inclusive of all charges for packaging, packing, shipping, carriage, insurance, and delivery of the Goods to the Delivery Address and any duties, imposts or levies other than value added tax.
- 4.2. No increase in the Price may be made without the prior consent of the Buyer in Writing.

5. Terms of Payment

- 5.1. The Seller shall be entitled to invoice the Buyer, in accordance with the Contract, on or at any time after delivery of the Goods or performance of the Services, as the case may be, and each invoice shall quote the number of the Order.
- 5.2. Unless otherwise stated in the Order, the Buyer shall pay the Price of the Goods and the Services within 30 days of receipt by the Buyer of a proper invoice or, if later, after acceptance of the Goods or Services in question by the Buyer.
- 5.3. The Buyer shall be entitled to set off against the Price any sums owed to the Buyer by the Seller.

6. Delivery

- 6.1. The Goods shall be delivered to, and the Services shall be performed at, the Delivery Address on the date or within the period stated in the Order, in either case during the Buyer's usual business hours.
- 6.2. The time of delivery of the Goods and of performance of the Services is of the essence to the performance of the Contract. In the event of delay the Buyer may, without prejudice seek move to access other remedies available to it;
 - Cancel the order in whole or in part without liability to the Seller.
 - Require the Seller to compensate them for any losses they may suffer.
- 6.3. A packing note quoting the number of the Order must accompany each delivery or consignment of the Goods and must be displayed prominently.
- 6.4. If the Goods are to be delivered, or the Services are to be performed, by instalments, the Contract will be treated as a single contract and not severable.
- 6.5. The Buyer shall be entitled to reject any Goods delivered which are not in accordance with the Contract and shall not be deemed to have accepted any Goods until the Buyer has had a reasonable time to inspect them following delivery or, if later, within a reasonable time after any latent defect in the Goods has become apparent.
- 6.6. The Seller shall supply the Buyer in good time with any instructions or other information required to enable the Buyer to accept delivery of the Goods and performance of the Services.
- 6.7. The Buyer shall not be obliged to return to the Seller any packaging or packing materials for the Goods, whether or not any Goods are accepted by the Buyer.

7. Risk and Property

- 7.1. Risk of damage to or loss of the Goods shall pass to the Buyer upon delivery to the Buyer in accordance with the Contract.
- 7.2. The property in the Goods shall pass to the Buyer upon delivery in accordance with the Contract, unless payment for the Goods is made prior to delivery, when it shall pass to the Buyer once payment has been made and the Goods have been appropriated to the Contract.

8. Warranties and Liability

- 8.1. The Seller warrants to the Buyer that the Goods:
 - 8.1.1. Will be of satisfactory quality (within the meaning of the Sale of Goods Act 1979, as amended) and fit for any purpose held out by the Seller or made known to the Seller in Writing at the time the Order is placed;
 - 8.1.2. Will be free from defects in design, material, and workmanship.
 - 8.1.3. Will be free from avoidance of bribery and or corrupt practices and demonstrate compliance with the requirements of the Bribery Act 2010
 - 8.1.4. Will correspond with any relevant Specification or sample.
 - 8.1.5. Will comply with all statutory requirements and regulations relating to the sale of the Goods and
 - 8.1.6. Will be liable for breach of confidentiality and or Data protection obligations, in accordance with Data

Protection legislation and regulation.

- 8.2. The Seller warrants to the Buyer that the Services will be performed by appropriately qualified and trained personnel, with due care and diligence and to such high standard of quality as it is reasonable for the Buyer to expect in all the circumstances, in accordance with good industry practice.
- 8.3. Without prejudice to any other remedy, if any Goods or Services are not supplied or performed in accordance with the Contract, then the Buyer shall be entitled:
- To require the Seller to repair the Goods or to supply replacement Goods or Services in accordance with the Contract within 7 days; or
 - At the Buyer's sole option, and whether or not the Buyer has previously required the Seller to repair the Goods or to supply any replacement Goods or Services, to treat the Contract as determined due to the Seller's breach and require the repayment of any part of the Price which has been paid, and any losses suffered or costs incurred in obtaining substitute Goods or Services from a third party
- 8.4. The Seller shall indemnify the Buyer in full against all liability, loss, damages, costs, and expenses (including legal expenses) awarded against or incurred or paid by the Buyer as a result of or in connection with:
- 8.4.1. Breach of any warranty given by the Seller in relation to the Goods or the Services:
- 8.4.2. Any claim that the Goods infringe, or their importation, use or resale, infringes, the patent, copyright, design right, trademark, or other intellectual property rights of any other person, except to the extent that the claim arises due to the improper use by the Buyer.
- 8.4.3. Any liability under the Consumer Protection Act 1987 in respect of the Goods.
- 8.4.4. Any act or omission of the Seller or its employees, agents, or sub-contractors in supplying, delivering, and installing the Goods (including but not limited to, damage to the Buyer's property); and
- 8.4.5. Any act or omission of any of the Seller's personnel in connection with the performance of the Services (including but not limited to, damage to the Buyer's property).
- 8.5. Neither the Seller nor the Buyer shall be liable to the other or be deemed to be in breach of the Contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the Goods or the Services, if the delay or failure is an event of force majeure

9. Termination

- 9.1. The Buyer shall be entitled to cancel the Order in respect of all or part only of the Goods and/or the Services by giving notice to the Seller at any time prior to delivery or performance, in which event the Buyer's sole liability shall be to pay to the Seller the Price for the Goods or Services in respect of which the Buyer has exercised its right of cancellation, less the Seller's net saving of cost arising from cancellation.
- 9.2. The Buyer shall be entitled to terminate the Contract without liability to the Seller by giving notice to the Seller at any time if:
- 9.2.1. The Seller makes any voluntary arrangement with its creditors (within the meaning of the Insolvency Act 1986) or (being an individual or firm) becomes bankrupt or (being a company) becomes subject to an administration order or goes into liquidation (otherwise than for the purpose of amalgamation or reconstruction); or
- 9.2.2. An encumbrancer takes possession, or a receiver is appointed, of any of the property or assets of the Seller; or
- 9.2.3. The Seller ceases, or threatens to cease, to carry on business; or
- 9.2.4. The Buyer reasonably apprehends that any of the events mentioned above is about to occur in relation to the Seller and notifies the Seller accordingly, or

- 9.2.5. The Seller breaches a material provision of the Contract, or
- 9.2.6. The Seller promotes or attempts to promote any aspects of the agreement with the buyer, via social media, advertising, or promotional endeavors without prior written agreement from the Seller and the Sellers Communications Department. Which includes ensuring the Seller fulfilling full obligations to ensure appropriate social media use, avoiding reputational harm.

10. General

- 10.1. The Order is personal to the Seller and the Seller shall not assign or transfer or purport to assign or transfer to any other person any of its rights or sub-contract any of its obligations under the Contract unless agreed in Writing first with the Buyer. In such agreed cases the Seller shall retain full responsibility for its Sub-Contractors to adhere to ethical conduct guidelines that ensure its employees or agents and/or supply chain shall, at all times act in a way which is compliant with the Modern Slavery Act 2015.
- 10.2. The Seller shall at all times ensure its work force act in a respectful and considerate manner when working in resident homes, demonstrating behaviours, and working practices of no less than that stated in the “Contractors Booklet on Code of Conduct and Health and Safety “
- 10.3. Any notice required or permitted to be given by either party to the other under these Conditions shall be in Writing addressed to that other party at its registered office or principal place of business or such other address as may at the relevant time have been notified pursuant to this provision to the party giving the notice.
- 10.4. No waiver by the Buyer of any breach of the Contract by the Seller shall be considered as a waiver of any subsequent breach of the same or any other provision.
- 10.5. If any provision of these Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Conditions and the remainder of the provision in question shall not be affected thereby.
- 10.6. The Contract shall be governed by the laws of England, and the Seller agrees to submit to the non-exclusive jurisdiction of the English courts.
- 10.7. The Seller must comply with environmental legislation such as The Environmental Act 2021 and adopt green practices where relevant.
- 10.8. The Seller shall comply with their obligation under legislation not to unlawfully discriminate. To this end Seller must promote equal opportunities in employment regardless of an employee’s ethnic origin, colour, religion, gender, marital status, sexual orientation, age, or disability in respect of all conditions of employment and shall ensure that any sub- contractor acts similarly. The Seller may be required to provide proof that he is operating such a policy. The aim of this requirement is to ensure fair employment conditions for all workers with a direct or indirect relationship with the Buyer and to promote the employment of people on a non-discriminatory basis.
- 10.9. Nothing in this Contract confers or purports to confer on any third party any benefit of or right to enforce any term of this Contract under the Contracts (Rights of Third Parties) Act 1999.