



## TERMS AND CONDITIONS

Please read all these terms and conditions.

As we can accept your order and make a legally enforceable agreement without further reference to you, you must read these terms and conditions to make sure that they contain all that you want and nothing that you are not happy with. If you are not sure about anything, please email [info@tnscontractors.com](mailto:info@tnscontractors.com)

### Application

These Terms and Conditions will apply to the purchase of the services and goods by you (the **Customer** or **you**).

We are TNS CONTRACTORS LTD a company registered in England and Wales under number 09620280 whose registered office is at 200 London Road Suite 4, 2nd Floor, Southend-On-Sea, Essex, SS1 1PJ. (the **Supplier** or **us** or **we**).

These are the terms on which we sell all Services to you. By ordering any of the Services, you agree to be bound by these Terms and Conditions.

### Interpretation

**Consumer** means an individual acting for purposes which are wholly or mainly outside their trade, business, craft or profession;

**Contract** means the legally-binding agreement between you and us for the supply of the Services;

**Delivery Location** means the Supplier's premises or other location where the Services are to be supplied, as set out in

the Order;

**Goods** means any goods that we supply to you with the Services, of the number and description as set out in the Order; **Order** means the Customer's order for the Services from the Supplier as set out overleaf;

**Services** means the services, including any Goods, of the number and description set out in the Order.

### Services

The description of the Services and any Goods is as set out in our website, catalogues, brochures or other form of advertisement. Any description is for illustrative purposes only and there may be small discrepancies in size or colour of any Goods supplied.

In the case of Services and any Goods made to your special requirements, it is your responsibility to ensure that any information or specification you provide is accurate.

All Services are subject to availability.

We can make changes to the Services which are necessary to comply with any applicable law or safety requirement. We will notify you of these changes.

## **Customer responsibilities**

You must co-operate with us in all matters relating to the Services, provide us and our authorised employees and representatives with access to any premises under your control as required, provide us with all information required to perform the Services and obtain any necessary licences and consents (unless otherwise agreed).

Failure to comply with the above is a Customer default which entitles us to suspend performance of the Services until you remedy it or if you fail to remedy it following our request, we can terminate the Contract with immediate effect on written notice to you.

## **Basis of Sale**

The description of the Services and any Goods in our website, catalogues, brochures or other form of advertisement does not constitute a contractual offer to sell the Services or Goods.

When an Order has been made, we can reject it for any reason, although we will try to tell you the reason without delay.

Quotations will be deemed to have been accepted, orders firm and contracts agreed and entered when one or more of the below have been received by TNS Contractors Ltd

- - Signed and returned copy of Quotation form
- - Client Purchase Order
- - Written confirmation from the Client by way of Email or Post
- Acceptance of a quotation via 'Octanise' the suppliers chosen online quoting system

Any quotation or estimate of Fees (as defined below) is valid for a maximum period of 30 days from its date, unless we expressly withdraw it at an earlier time.

No variation of the Contract, whether about description of the Services, Fees or otherwise, can be made after it has been entered into unless the variation is agreed by the Customer and the Supplier in writing.

## **Fees and Payment**

The fees (Fees) for the Services, the price of any Goods (if not included in the Fees) and any additional delivery or other charges is that set out in our price list current at the date of the Order or such other price as we may agree in writing. Prices for Services may be calculated on a fixed fee or on a standard rate basis.

Fees and charges are subject to VAT at the rate applicable at the time of the Order.

Payment for Services must be made within 30 days of invoice. You must pay in cash or BACS with your order and we can take payment immediately or otherwise before delivery of the Services.

For Works carried out by the Company with a lead-time longer than 7 days, the Company shall be entitled to issue interim invoices on a fortnightly basis. A final invoice shall be issued by the Company to the Client upon completion of the Works. All invoices issued by the Company shall be paid by the Client within fourteen (14) days of the date of invoice for interim invoices and fourteen (14) days of the date of invoice for final invoices. If any amount of an invoice is disputed, the Client shall inform the Company of the grounds for dispute in writing within five (5) working days from date of invoice. During this period of resolution the

Client shall pay to the Company the value of the invoice, less the disputed amount, in accordance with these payment terms. Upon settlement of the dispute, any outstanding sum shall be payable in accordance with these payment terms.

In the event of late payment, where the Client has not issued a dispute in accordance with the company policy, the Company may charge interest on the amount outstanding at a rate of 8% for each full working day overdue, until the date of full payment.

Payment terms are only made available via: cash, cheque, BACS or PayPal. PayPal payments accepted carry an addition fee of 5% of the total cost of works. Certificates issued for completed jobs should be kept safe by the customer, a paper copy is recommended to be kept for your records however not supplied by TNS Contractors Ltd. Paper copies or replacement e-certificates carry an additional pro former fee of £45.00.

## **Right to Sub Contract**

The Company shall be entitled to sub-contract all or any part of the Works, unless otherwise agreed between The Parties

## **Delivery**

We will deliver the Services, including any Goods, to the Delivery Location by the time or within the agreed period or, failing any agreement:

- in the case of Services, within a reasonable time; and
- in the case of Goods, without undue delay and, in any event, not more than 30 calendar days from the day on which the Contract is entered into.

In any case, regardless of events beyond our control, if we do not deliver the Goods on time, you can (in addition to any other remedies) treat the Contract at an end if:

- we have refused to deliver the Goods, or if delivery on time is essential taking into account all the relevant circumstances at the time the Contract was made, or you said to us before the Contract was made that delivery on time was essential; or
- after we have failed to deliver on time, you have specified a later period which is appropriate to the circumstances and we have not delivered within that period.

If you were entitled to treat the Contract at an end, but do not do so, you are not prevented from cancelling the Order for any Goods or rejecting Goods that have been delivered and, if you do this, we will (in addition to other remedies) without delay return all payments made under the Contract for any such cancelled or rejected Goods. If the Goods have been delivered, you must return them or allow us to collect them from you and we will pay the costs of this.

If any Goods form a commercial unit (a unit is a commercial unit if division of the unit would materially impair the value of the goods or the character of the unit) you cannot cancel or reject the Order for some of those Goods without also cancelling or rejecting the Order for the rest of them.

We do not generally deliver to addresses outside England and Wales, Scotland, Northern Ireland, the Isle of Man and Channels Islands. If, however, we accept an Order for delivery outside that area, you may need to pay import duties or other taxes, as we will not pay them.

You agree we may deliver the Goods in instalments if we suffer a shortage of stock or other genuine and fair reason, subject to the above provisions and provided you are not liable for extra charges.

If you or your nominee fail, through no fault of ours, to take delivery of the Services at the Delivery Location, we may charge the reasonable costs of storing and redelivering them.

The Goods will become your responsibility from the completion of delivery and/or installation. You must, if reasonably practicable, examine the Goods before accepting them.

## **Risk and Title**

Risk of damage to, or loss of, any Goods will pass to you when the Goods are delivered to you.

You do not own the Goods until we have received payment in full. If full payment is overdue or a step occurs towards your bankruptcy, we can choose, by notice to cancel any delivery and end any right to use the Goods still owned by you, in which case you must return them or allow us to collect them.

## **Withdrawal and cancellation**

You can withdraw the Order by telling us before the Contract is made, if you simply wish to change your mind and without giving us a reason, and without incurring any liability.

You can cancel the Contract except for any Goods which are made to your special requirements by telling us no later than 7 calendar days from the day the Contract was entered into. If you simply wish to change your mind and without giving us a reason, and without liability, except in that case, you must return to any of our business premises the Goods in undamaged condition at your own expense. Then we must without delay refund to you the price for those Goods and Services which have been paid for in advance, but we can retain any separate delivery charge. This does not affect your rights when the reason for the cancellation is any defective Goods or Services.

## **Conformity and Guarantee**

We have a legal duty to supply the Goods in conformity with the Contract, and will not have conformed if it does not meet the following obligation.

Upon delivery, the Goods will:

- be of satisfactory quality;
- be reasonably fit for any particular purpose for which you buy the Goods which, before the Contract is made, you made known to us (unless you do not actually rely, or it is unreasonable for you to rely, on our skill and judgment) and be fit for any purpose held out by us or set out in the Contract; and
- conform to their description.

It is not a failure to conform if the failure has its origin in your materials. We will supply the Services with reasonable skill and care.

We will immediately, or within a reasonable time, give you the benefit of the free guarantee given by the manufacturer of the Goods. Details of the guarantee, including the name and address of the manufacturer, the duration and territorial scope of the guarantee, are set out in the manufacturer's guarantee provided with the Goods. This guarantee will take effect at the time the Goods are delivered, and will not reduce your legal rights.

In relation to the Services, anything we say or write to you, or anything someone else says or writes to you on our behalf, about us or about the Services, is a term of the Contract (which we must comply with) if you take it into account when deciding to enter this Contract, or when making any decision about the Services after entering into this Contract. Anything you take into account is subject to anything that qualified it and was said or written to you by us or on behalf of us on the same occasion, and any change to it that has been expressly agreed between us (before entering this Contract or later).

All services provided by TNS Contractors Ltd carry consumer guarantees of 12 months in the circumstances where installations have not been damaged by misuse, modifications/alterations or repairs. This does not include any equipment or accessories installed or maintained by TNS Contractors Ltd however the consumer will be left with the faulty item upon request and may take this up with the manufacturer should they wish to do so. The Company warrants that the Goods will be supplied using reasonable care and skill. The Company does not warrant that the Goods supplied are error-free, accurate or complete.

## **Duration, termination and suspension**

The Contract continues as long as it takes us to perform the Services.

Either you or we may terminate the Contract or suspend the Services at any time by a written notice of termination or suspension to the other if that other:

- commits a serious breach, or series of breaches resulting in a serious breach, of the Contract and the breach either cannot be fixed or is not fixed within 30 days of the written notice; or
- is subject to any step towards its bankruptcy or liquidation.

On termination of the Contract for any reason, any of our respective remaining rights and liabilities will not be affected.

## **Privacy**

Your privacy is critical to us. We respect your privacy and comply with the General Data Protection Regulation with regard to your personal information.

These Terms and Conditions should be read alongside, and are in addition to our policies, including our privacy policy and cookies policy which can be found The policy can be found on our website.

For the purposes of these Terms and Conditions:

- 'Data Protection Laws' means any applicable law relating to the processing of Personal Data, including, but not limited to the GDPR.
- 'GDPR' means the UK General Data Protection Regulation.
- 'Data Controller', 'Personal Data' and 'Processing' shall have the same meaning as in the GDPR.

We are a Data Controller of the Personal Data we Process in providing the Services and Goods to you.

Where you supply Personal Data to us so we can provide Services and Goods to you, and we Process that Personal Data in the course of providing the Services and Goods to you, we will comply with our obligations imposed by the Data Protection Laws:

- before or at the time of collecting Personal Data, we will identify the purposes for which information is being collected;
- we will only Process Personal Data for the purposes identified;
- we will respect your rights in relation to your Personal Data; and
- we will implement technical and organisational measures to ensure your Personal Data is secure.

For any enquiries or complaints regarding data privacy, you can e-mail: Sam@tnscontractors.com.

## **Successors and our sub-contractors**

Either party can transfer the benefit of this Contract to someone else, and will remain liable to the other for its obligations under the Contract. The Supplier will be liable for the acts of any sub-contractors who it chooses to help perform its duties.

## **Circumstances beyond the control of either party**

In the event of any failure by a party because of something beyond its reasonable control:

- a. the party will advise the other party as soon as reasonably practicable; and
- b. the party's obligations will be suspended so far as is reasonable, provided that that party will act reasonably, and the party will not be liable for any failure which it could not reasonably avoid, but this will not affect the Customer's above rights relating to delivery and the right to cancel below.

## **Limitation of Liability**

TNS Contractors Ltd will not be held liable for any damage caused by factors beyond the business' control before, during or after installation. This includes negligence or misuse by the client and/or any persons on the site on behalf of the client, unauthorised modifications/alterations, and repairs not carried out by TNS Contractors Ltd or any damages to accessories and equipment.

TNS Contractors Ltd shall not be liable for any claim arising out of the performance, non-performance, delay in delivery of or defect in the Goods, including but not limited to, any consequential loss (including loss of profit and/or revenue) or damage arising from or in connection with the Works or Goods supplied. Any liability of the Company shall in any event be limited to the total price of the Works carried out. Nothing herein shall limit The Parties liability for death or personal injury arising from the proven negligence by itself or its employees or agents. The Client shall fully indemnify The Company against any liability to third parties arising out of the Client's use of the Goods.

## **Governing law, jurisdiction and complaints**

The Contract (including any non-contractual matters) is governed by the law of England and Wales.

Disputes can be submitted to the jurisdiction of the courts of England and Wales or, where the Customer lives in Scotland or Northern Ireland, in the courts of Scotland or Northern Ireland respectively.

We try to avoid any dispute, so we deal with complaints as follows: If a dispute occurs customers should contact us to find a solution. We will aim to respond with an appropriate solution within 7 days.