

1. Liability

- 1.1 We shall not be liable for any loss or damage caused by events or circumstances beyond our reasonable control (such as severe weather conditions, the actions of third parties not employed by us or any defect in a customer's or third party's property); this extends to loss or damage to the Vehicle, gear, equipment or other property left with us for work or storage, and harm to persons entering our premises or using any of our facilities or equipment.
- 1.2 We shall take reasonable and proportionate steps having regard to the nature and scale of our business to maintain security at our premises, and to maintain our facilities and equipment in reasonably good working order; but in the absence of any negligence or other breach of duty by us the Vehicle and other property are left with us at the customer's own risk and customers should ensure that their own personal and property insurance adequately covers such risks.
- 1.3 We shall not be under any duty to salvage or preserve a customer's Vehicle or other property from the consequences of any defect in the Vehicle or property concerned unless we have been expressly engaged to do so by the customer on commercial terms. Similarly, we shall not be under any duty to salvage or preserve a customer's Vehicle or other property from the consequences of an accident which has not been caused by our negligence or some other breach of duty on our part. However, we reserve the right to do so in any appropriate circumstances, particularly where a risk is posed to the safety of people, property or the environment. Where we do so we shall be entitled to charge the Owner concerned on a normal commercial basis.
- 1.4 Customers may themselves be liable for any loss or damage caused by them, their driver or their Vehicle and while their Vehicle or other property is on our premises or is being worked on by us, they shall be obliged to maintain adequate insurance, including Third Party Liability cover and, where appropriate, Employers' Liability cover in respect of any employee in their charge. Customers shall be obliged to produce evidence of such insurance to us within 24 hours of a request to do so.

2. Basis of Contract

- 2.1 The estimate/quotation provided constitutes an offer by the customer to purchase services in accordance with these conditions.
- 2.2 Any order shall only be deemed to be accepted when we issue a written acceptance at which point, and on which date a contract shall come into existence.
- 2.3 The contract constitutes the entire agreement between the parties. The customer acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of us which is not set out in the contract.
- 2.4 Any samples, drawings, descriptive matter or advertising issued by us, and any descriptions or illustrations contained in our catalogues or brochures, are issued or published for the sole purpose of giving an approximate idea of the services described in them. They shall not form part of the contract or have any contractual force.
- 2.5 These terms apply to the contract, to the exclusion of any other terms that the customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

3. Prices and Estimates

- 3.1 In the absence of express agreement to the contrary, our price for work shall be based on labour and materials expended or services provided.
- 3.2 We will exercise reasonable skill and judgement when we give an estimate or indication of price. However, such estimates are always subject to the accuracy of information provided by the customer and are usually based only on a superficial examination and will not include the cost of any emergent work which may be necessary to the Vehicle, gear or equipment nor the cost of any extensions to the work comprised in the estimate.
- 3.3 We will inform the customer promptly of any proposed increase in estimated prices and the reasons for it and will only proceed with the work or supply materials with the approval of the customer. The customer shall remain responsible for the cost of labour and materials already supplied or remaining to be supplied which are not affected by the proposed increase in price.
- 3.4 In the event of any deposit being payable, for example to cover the cost of materials to be purchased or to reserve time slots to be booked, such deposits shall be non-refundable.

4. Delays

- 4.1 Any time given for completion of our work is given in good faith but is not guaranteed. We shall not be responsible for any delay in completion of the work or for the consequences of any such delay unless it arises from our wilful acts or omissions or from our negligence.

5. Vehicle Movements

- 5.1 We reserve the right to move any Vehicle, gear, equipment or other property at any time for reasons of safety, security or good management of our business and premises.
- 5.2 Vehicles will be covered by CMM's insurance for movement around site and road testing up to a value of £150,000.00.
- 5.3 Vehicles must be valid for use on UK roads to qualify for road testing; they must have a valid MOT and road tax.

6. Customers Obligations

- 6.1 The Customer Shall:
 - a. ensure that the terms of the order and any information it provides in connection with the order are complete and accurate;
 - b. co-operate with us in all matters relating to any work carried out by us;
 - c. provide us with such information and materials as we may reasonably require in order to carry out the agreed work, and ensure that such information is accurate in all material respects;
 - d. obtain and maintain all necessary licences, permissions and consents which may be required before the date on which work is to start on the Vehicle, gear, equipment and other property.
- 6.2 If the performance of any of our obligations under any contract is prevented or delayed by any act or omission by the customer or failure by the customer to perform any relevant obligation e.g. customer default:
 - a. we shall without limiting our other rights or remedies, have the right to suspend work or services until the customer remedies the issue.
 - b. we shall not be liable for any costs or losses sustained or incurred by the customer arising directly or indirectly from the failure or delay to perform any of our obligations as set out in this clause 6.2; and
 - c. the customer shall reimburse us on written demand for any costs or losses sustained or incurred by us arising directly from the issue.

7. Payment

- 7.1 Unless otherwise agreed between us payment for all work, goods and services shall be due immediately on invoice date, payment shall be deemed to have been made when we receive a debit/credit card payment or cleared funds are paid directly into our nominated bank account.

- 7.2 We have the right to charge interest on any sum outstanding for more than 30 days, (except in the case of a reasonable and proportionate retention by the customer of any amount genuinely in dispute between us and the customer), on the outstanding balance at 4% above Bank of England base rate which may be calculated daily up to the date of actual payment and in the case of a business customer this rate will be substituted with the current rate applicable under late payment legislation.
- 7.3 We reserve a general right ("a general lien") to detain and hold onto a customer's Vehicle or other property pending payment by the customer of all sums due to us. We shall be entitled to charge the customer for storage and the provision of any ongoing services at our normal daily rates until payment (or provision of security) by the customer and removal of the Vehicle or property from our premises. The customer shall be entitled to remove the Vehicle or other property upon providing proper security, for example a letter of guarantee from a Bank reasonably acceptable to us or lodgement of a cash deposit with a professional third-party agent, sufficient to cover the debt with interest and, where the debt is contested, a reasonable provision for our prospective legal costs. This right does not affect the customer's entitlement to withhold a proportionate part of the price in respect of alleged defects, but where that amount is in dispute between us the customer shall be required to provide security for the full amount pending resolution of the dispute.
- 7.4 Our customers' attention is drawn also to the note at Clause 10.2 of these Terms of Business regarding other rights which exist in law.
- 8. Retention of Title / Risk**
- 8.1 Title to all goods, equipment and materials supplied by us to a customer shall remain with us until full payment has been received by us.
- 8.2 Risk in all goods, equipment and materials supplied by us to a customer shall be passed to the customer at the time of supply to the customer.
- 9. Acceptance**
- 9.1 In the event of any work being carried out by us on the Vehicle or other property the customer may be asked to sign an acceptance certificate to confirm they are happy with the work completed.
- 9.2 If an acceptance certificate is not signed by the customer and no complaint about the work has been received within 5 working days the customer shall be deemed to have accepted the standard and quality of the work carried out.
- 10. Collection**
- 10.1 Upon completion of the work CMM Ltd will notify the customer that the vehicle or equipment is ready for collection and the customer shall have 48 hours to remove the vehicle or equipment from the time they have been notified.
- 10.2 Vehicles or equipment which are not collected shall be subject to a £20.00 per day storage charge after the 48-hour notified period has ended.
- 10.3 Notwithstanding clause 7, payment must be made before the vehicle is collected.
- 10.4 CMM Ltd reserves the right to extend the 48-hour collection period at their sole discretion which will only be confirmed in writing by either e-mail or letter.
- 11. Guarantee**
- 11.1 Advice on whether a customer is "a consumer" or otherwise protected by some or all of the consumer protection legislation in force in the United Kingdom may be obtained from any local Trading Standards Office, the Citizens Advice Bureau, the Office of Fair Trading or any firm of Solicitors (who may charge). Online guidance may be obtained at www.consumerdirect.gov.uk
- 11.2 A customer who is a consumer has certain minimum statutory rights regarding the return of defective goods and claims for losses. These rights are not affected by these terms.
- 11.3 In addition to the statutory rights provided by English law we guarantee our work for a period of 12 months from completion against all defects which are due to poor workmanship or defective materials supplied by us. This guarantee applies only to the customer to whom the work or materials were supplied. We shall be liable under this guarantee only for defects which appear during this 12-month period, and which are promptly notified to us in writing at our trading address or registered office. The geographical area within which this guarantee will be honoured is restricted to the United Kingdom.
- 11.4 On notification by the customer of such defects, we will investigate the cause and if they are our responsibility under the terms of this guarantee we will promptly remedy them or, at our option, employ other contractors to do so. Any remedial work which is put in hand by the customer directly without first notifying CMM Ltd and allowing reasonable opportunity to inspect and agree such work and its cost will invalidate this guarantee in respect of those defects.
- 11.5 Where we supply goods or services to a partnership or company or to a customer who is acting in the course of a business or a commercial operation (a "Business Customer") then:
- No article supplied by us to a Business Customer shall carry any express or implied term as to its quality or its fitness for any particular purpose unless prior to the supply the Business Customer has sufficiently explained the purpose for which it is required and made it clear that they are relying on our skill and judgement.
 - No proprietary article specified by name, size or type by a Business Customer shall carry any such express or implied term, but we will assign to the Business Customer any rights we may have against the manufacturer or importer of that article.
 - We accept no liability to indemnify a Business Customer against any loss of profit or turnover which he or his customer or any other person may sustain in consequence of the failure of any faulty or unfit article supplied by us.
- 12. Quality Standards**
- 12.1 We will complete our work to the agreed specification and, in the absence of any other contractual term as to quality, to a satisfactory quality deemed to be so by CMM Ltd.
- 13. Access to Premises / Work on the Vehicles by third parties**
- 13.1 No work or services shall be carried out on a Vehicle or other property on our premises without our prior written consent of CMM Ltd.
- 13.2 While we or our subcontractors are working on a customer's Vehicles or equipment the customer shall not have access to it except by prior arrangement. We will agree reasonable access when it is safe to do so and when it will not interrupt or interfere with the work schedule.
- 14. Right of Sale**
- 14.1 We accept vehicles and other property for repair, maintenance or storage subject to the provisions of the Torts Interference with Goods Act 1977. This Act confers a Right of Sale on us in circumstances where the customer fails to collect or accept re-delivery of the goods (which includes a vehicle and any other property). A sale will not take place until we have given notice to the customer in accordance with the Act. For the purpose of the Act, it is recorded that:
- Goods for repair or other treatment are accepted by us on the basis that the customer is the owner of the goods or the owner's authorised agent and that they will take delivery or arrange collection when the repair or maintenance has been carried out;
 - The place for delivery and collection of Vehicle(s) shall normally be at our registered premises.
- 15. Subcontracting**
- 15.1 We may subcontract all or part of the work entrusted to us by the customer, on terms that any such subcontractor shall have the protection and benefit of all rights and conditions, and of all limitations and exclusions of liability, which exist for us under these Terms & Conditions (Terms of Business). Where we exercise this right, we shall remain responsible to the customer for the performance of our subcontractor.
- 16. Notices**
- 16.1 Notice to a customer shall be sufficiently served if given to them verbally, by e-mail or if sent by first class post to the customer's last known address.

- 16.2 Notices to CMM Ltd should be sent by either:
- a. first class post, to our registered office, at which time it will be considered received upon delivery,
 - b. or by e-mail, at which time it will be deemed received upon reading.
17. **Law and Jurisdiction**
- 17.1 Any contract or series of contracts made subject to these terms shall be subject to and governed by English law and,
- 17.2 In the case of Business Customers any dispute arising under them shall be submitted to the exclusive jurisdiction of the Courts of England and Wales.
- 17.3 In the case of customers who are consumers or who are not contracting in the course of business any dispute shall be submitted to the non-exclusive jurisdiction of the Courts of England and Wales.
18. **Dispute Resolution**
- 18.1 CMM Ltd reserves the right to appropriate a mediator in the event of a dispute.
- 18.2 Matters suitable for arbitration shall be submitted to a single Arbitrator, the provisions of the Arbitration Act 1996 shall apply.