

The customer's attention is drawn in particular to the provisions of clause 8.

1. INTERPRETATION

1.1 Definitions:

Business Day: a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

Conditions: the terms and conditions set out in this document as amended from time to time in accordance with clause 11.4.

Contract: the contract between the Supplier and the Customer for the sale and purchase of the Goods in accordance with these Conditions.

Customer: the person or firm who purchases the Goods from the Supplier.

Delivery Location: has the meaning given in clause 4.4.

Force Majeure Event: an event, circumstance or cause beyond a party's reasonable control.

Goods: the goods (or any part of them) set out in the Order.

Order: the Customer's order for the Goods.

Specification: any specification for the Goods, including any related plans and drawings, that is agreed in writing by the Customer and the Supplier.

Supplier: Codelocks Limited (registered in England and Wales with company number 02627655).

1.2 Interpretation:

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

(b) A reference to a party includes its [personal representatives,] successors and permitted assigns.

(c) A reference to a statute or statutory provision is a reference to it as amended or re-enacted. A reference to a statute or statutory provision includes all subordinate legislation made under that statute or statutory provision.

(d) Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

(e) A reference to **writing** or **written** includes email.

2. BASIS OF CONTRACT

2.1 These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by law, trade custom, practice or course of dealing. No variation or addition to these Conditions shall be incorporated into the Contract unless such variations or additions and the Company's agreement thereto are both expressly agreed in writing.

2.2 The Order constitutes an offer by the Customer to purchase the Goods in accordance with these Conditions. The Customer is responsible for ensuring that the terms of the Order and any applicable Specification are complete and accurate.

2.3 The Order shall only be deemed to be accepted when the Supplier issues a written sales order, at which point the Contract shall come into existence.

2.4 Any samples, drawings or advertising produced by the Supplier and any illustrations contained in any of the Supplier's marketing material (including on the Supplier's website) are produced for the sole purpose of giving an approximate idea of the Goods referred to in them. They shall not form part of the Contract nor have any contractual force.

3. GOODS

3.1 The Supplier reserves the right to amend any specification or description of the Goods if required by any applicable statutory or regulatory requirements.

3.2 Any estimates given by the Supplier or its representatives in respect of quantities needed will be treated as such without obligation on the part of the Supplier and the Customer will be entirely responsible for ascertaining the quantities required.

4. DELIVERY

4.1 The Supplier shall charge for delivery as per the Order, save that the following delivery charges shall apply (for delivery to the UK mainland only):

(a) £10.00 delivery charge for orders under £300

(b) £5.00 flat charge for parts orders only

(c) £12.00 additional delivery charge for all orders delivered direct to site.

4.2 All deliveries otherwise than to the UK mainland or next day or express deliveries shall be subject to such additional charges as the Supplier may notify to the Customer.

4.3 The Supplier shall ensure that:

(a) each delivery of the Goods is accompanied by a delivery note that shows the date of the Order, the contract number, the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and

(b) if the Supplier requires the Customer to return any packaging materials to the Supplier, that fact is clearly stated on the delivery note. The Customer shall make any such packaging materials available for collection at such times as the Supplier shall reasonably request. Returns of packaging materials shall be at the Supplier's expense.

4.4 The Supplier shall deliver the Goods to the location set out in the Order or such other location as the parties may agree (Delivery Location) at any time after the Supplier notifies the Customer that the Goods are ready.

4.5 Delivery is completed on the completion of unloading of the Goods at the Delivery Location.

4.6 Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence. The Supplier shall not be liable for any delay in delivery of the Goods that is caused by a Force Majeure Event or the Customer's failure to provide the Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.

- 4.7 If the Supplier fails to deliver the Goods, its liability shall be limited to the costs and expenses incurred by the Customer in obtaining replacement goods of similar description and quality in the cheapest market available, less the price of the Goods. The Supplier shall have no liability for any failure to deliver the Goods to the extent that such failure is caused by a Force Majeure Event or the Customer's failure to provide the Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 4.8 If the Customer fails to accept delivery of the Goods on delivery, then, except where such failure or Force Majeure Event or delay is caused by the Supplier's failure to comply with its obligations under the Contract the Supplier shall store the Goods until the Customer contacts the Supplier to arrange for redelivery takes place, and shall charge the Customer for all related costs and expenses (including insurance and redelivery charges).
- 4.9 If ten Business Days after the day on which initial delivery of the Goods was due to take place, the Customer has not contacted the Supplier to arrange redelivery of the Goods (or taken actual delivery of the Goods), the Supplier may refuse the Order and, after deducting reasonable storage costs, shall refund the Price to the Customer.
- 4.10 If the Supplier delivers up to and including 5% more or less than the quantity of Goods ordered the Customer may not reject them and the Price shall not be adjusted.
- 4.11 The Supplier may deliver the Goods by instalments, which shall be invoiced and paid for separately. Any delay in delivery or defect in an instalment shall not entitle the Customer to cancel any other instalment.

5. QUALITY

- 5.1 The Supplier warrants that on delivery the Goods shall:
- conform in all material respects with their description; and
 - be free from material defects in design, material and workmanship.
- 5.2 Subject to clause 5.3, if:
- the Customer gives notice in writing to the Supplier within a reasonable time of discovery that some or all of the Goods do not comply with the warranty set out in clause 5.1;
 - the Supplier is given a reasonable opportunity of examining such Goods; and
 - the Customer (if asked to do so by the Supplier) returns such Goods to the Supplier's place of business at the Customer's cost, the Supplier shall, at its option, repair or replace the defective Goods, or refund the price of the defective Goods in full.
- 5.3 The Supplier shall not be liable for the Goods' failure to comply with the warranty set out in clause 5.1 in any of the following events:
- the Customer makes any further use of such Goods after giving notice in accordance with clause 5.2;
 - the defect arises because the Customer failed to follow the Supplier's oral or written instructions as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
 - the defect arises as a result of the Supplier following any drawing, design or Specification supplied by the Customer;
 - the Customer alters or repairs such Goods without the written consent of the Supplier;
 - the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions; or
 - the Goods differ from their description as a result of changes made to ensure they comply with applicable statutory or regulatory requirements.
- 5.4 Except as provided in this clause 5, the Supplier shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 5.1.
- 5.5 The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are, to the fullest extent permitted by law, excluded from the Contract.
- 5.6 These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.
- 5.7 If the Supplier delivers up to and including 5% of the Goods (by quantity) which are damaged or otherwise than in accordance with the Contract, the Customer may not reject them and the Price shall not be adjusted.

6. TITLE AND RISK

- 6.1 The risk in the Goods shall pass to the Customer on completion of delivery.
- 6.2 Title to the Goods shall not pass to the Customer until the earlier of:
- the Supplier receives payment in full (in cash or cleared funds) for the Goods; and
 - the Customer resells the Goods, in which case title to the Goods shall pass to the Customer at the time specified in clause 6.4.
- 6.3 Until title to the Goods has passed to the Customer, the Customer shall:
- store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property;
 - not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
 - maintain the Goods in satisfactory condition and keep them insured against all risks for their full price from the date of delivery;
 - notify the Supplier immediately if it becomes subject to any of the events listed in clause 9.1(b) to clause 9.1(d); and
 - give the Supplier such information as the Supplier may reasonably require from time to time relating to:
 - the Goods; and
 - the ongoing financial position of the Customer.
- 6.4 At any time before title to the Goods passes to the Customer, the Supplier require the Customer to deliver up all Goods in its possession that have not been resold, or irrevocably incorporated into another product and if the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.

7. PRICE AND PAYMENT

- 7.1 The price of the Goods (Price) shall be the price set out in the Order, or, if no price is quoted, the price set out in the Supplier's published price list in force as at the date of delivery.
- 7.2 The Supplier may, by giving notice to the Customer at any time before delivery, increase the Price to reflect any increase in the cost of the Goods that is due to:
- any factor beyond the Supplier's control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);

- (b) any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or
- (c) any delay caused by any instructions of the Customer or failure of the Customer to give the Supplier adequate or accurate information or instructions.
- 7.3 The Price:
- (a) excludes amounts in respect of value added tax (VAT), which the Customer shall additionally be liable to pay to the Supplier at the prevailing rate, subject to the receipt of a valid VAT invoice; and
- (b) excludes the costs and charges of packaging, insurance and transport of the Goods, which shall be invoiced to the Customer.
- 7.4 The Supplier shall invoice the Customer for the Goods, VAT and delivery charges on despatch of the Goods.
- 7.5 The Customer shall pay each invoice submitted by the Supplier:
- (a) in accordance with any credit terms agreed by the Supplier and confirmed in writing to the Customer; and
- (b) in full and in cleared funds to a bank account nominated in writing by the Supplier, and time for payment shall be of the essence of the Contract.
- 7.6 If the Customer fails to make a payment due to the Supplier under the Contract by the due date, then, without limiting the Supplier's remedies under clause 9 (Termination), the Customer shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this clause 7.6 will accrue each day at 4% a year above the base rate of Natwest Bank plc from time to time, but at 4% a year for any period when that base rate is below 0%.
- 7.7 All amounts due under the Contract shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).
- 7.8 If the Customer shall pay any account or any part thereof by cheque and should such a cheque be subsequently dishonoured the Supplier reserves the right to debit any account that the Customer has with the Supplier with any charge levied by the Company's bankers relating to the handling of such dishonoured cheque and the charge shall be immediately due and payable.
- 8. LIMITATION OF LIABILITY**
- 8.1 The restrictions on liability in this clause 8 apply to every liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.
- 8.2 Nothing in the Contract limits any liability which cannot legally be limited, including liability for:
- (a) death or personal injury caused by negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979; or
- (d) defective products under the Consumer Protection Act 1987.
- 8.3 Subject to clause 8.2, the Supplier's total liability to the Customer shall not exceed the Price. For the avoidance of doubt, where the Goods are supplied in bulk, the Supplier's total liability to the Customer for any item of the Goods shall not exceed the Price for that item of the Goods.
- 8.4 Subject to clause 8.2, the following types of loss are wholly excluded:
- (a) loss of profits;
- (b) loss of sales or business;
- (c) loss of agreements or contracts;
- (d) loss of anticipated savings;
- (e) loss of use or corruption of software, data or information;
- (f) loss of or damage to goodwill; and
- (g) indirect or consequential loss.
- 8.5 This clause 8 shall survive termination of the Contract.
- 9. TERMINATION**
- 9.1 Without limiting its other rights or remedies, the Supplier may terminate this Contract with immediate effect by giving written notice to the Customer if:
- (a) the Customer commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within five days of that party being notified in writing to do so;
- (b) the Customer takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), obtaining a moratorium, being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction;
- (c) the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business; or
- (d) the Customer's financial position deteriorates so far as to reasonably justify the opinion that its ability to give effect to the terms of the Contract is in jeopardy.
- 9.2 Without limiting its other rights or remedies, the Supplier may suspend provision of the Goods under the Contract or any other contract between the Customer and the Supplier if the Customer becomes subject to any of the events listed in clause 9.1(b) to clause 9.1(d), or the Supplier reasonably believes that the Customer is about to become subject to any of them, or if the Customer fails to pay any amount due under this Contract on the due date for payment.
- 9.3 Without limiting its other rights or remedies, the Supplier may terminate the Contract with immediate effect by giving written notice to the Customer if the Customer fails to pay any amount due under the Contract on the due date for payment.
- 9.4 On termination of the Contract for any reason the Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of Goods supplied but for which no invoice has been submitted, the Supplier shall submit an invoice, which shall be payable by the Customer immediately on receipt.
- 9.5 Termination of the Contract, however arising, shall not affect any of the parties' rights and remedies that have accrued as at termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.

- 9.6 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination of the Contract shall remain in full force and effect.
- 10. FORCE MAJEURE**
Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if such delay or failure result from a Force Majeure Event. In such circumstances the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed.
- 11. GENERAL**
- 11.1 Assignment and other dealings.**
- (a) The Supplier may at any time assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with all or any of its rights or obligations under the Contract.
- (b) The Customer may not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Contract without the prior written consent of the Supplier.
- 11.2 Confidentiality.**
- (a) Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause 11.2(b).
- (b) Each party may disclose the other party's confidential information:
- (i) to its employees, officers, representatives or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under the Contract. Each party shall ensure that its employees, officers, representatives or advisers to whom it discloses the other party's confidential information comply with this clause 11.2; and
- (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- (c) Neither party shall use the other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with the Contract.
- 11.3 Entire agreement.**
- (a) This Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- (b) Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation [or negligent misstatement] based on any statement in the Contract.
- 11.4 Variation.**
No variation of this Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).
- 11.5 Waiver.**
No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
- 11.6 Severance.**
If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the Contract. If any provision of the Contract is deemed deleted under this clause 11.6 the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.
- 11.7 Notices.**
- (a) Any notice or other communication given to a party under or in connection with the Contract shall be in writing and shall be:
- (i) delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or
- (ii) sent by email to the address specified (in the case of the Customer) in the Customer's Order and (in the case of the Supplier) in the Supplier's sales order.
- (b) Any notice or communication shall be deemed to have been received:
- (i) if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address;
- (ii) if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting or at the time recorded by the delivery service; and
- (iii) if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause 11.7(b)(iii), business hours means 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.
- (c) This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.
- 11.8 Third party rights.**
- (a) Unless it expressly states otherwise, the Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
- 11.9 Governing law.**
The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by and construed in accordance with the law of England and Wales.

11.10 **Jurisdiction.**

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Contract or its subject matter or formation.

INTRODUCTION

This website is owned and operated by Codelocks. Access is provided to this website in accordance with Conditions set out herein. Any issue relating to this website; including orders placed by you will be subject to these conditions. If you have any questions relating to these conditions please contact Codelocks by email or telephone.

DEFINITIONS

- "Codelocks/we/us/our/ourselves" means Codelocks Ltd or any subsidiaries.
- "Conditions" means these terms and conditions of use herein described.
- "Personal Information" means the details provided by you.
- "Product" means a product displayed for sale on the website.
- "United Kingdom" means England, Northern Ireland, Scotland and Wales.
- "Website" means any website operated by Codelocks Ltd, Codelocks Inc or any of their subsidiaries.
- "Purchaser/you/your/yours/yourself" means you, a user of the website.
- "Business Hours" means the operating hours of the Codelocks offices, normally 08:30 to 17:00 GMT, Monday to Friday.

ONLINE ORDERS

When you buy online you must provide us with a valid email address. We will send you an order acknowledgment email detailing the products you have ordered. All Products shown on the website are subject to availability. The technical steps required to create the contract between you (the 'customer') and Codelocks are as follows:

- You place the order for your Product(s) on the website
- You will be guided through the process of placing an order by a series of simple instructions
- Payment will be taken immediately once you submit payment

ORDER ACCEPTANCE, CANCELLATION AND AMENDMENT

The email confirming receipt of an order confirms only that your order has been entered into our systems for processing. Codelocks reserve the right to cancel any order received prior to shipping of that order. If you place an order with us you have the right to cancel your order within 7 working days of receipt of the goods. Cancellations after this period will be at our discretion. Refunds and cancellations can only be requested by the purchaser. Recipients of any delivery are entitled to a replacement if goods arrive damaged. If a refund or exchange is required, the shipped order will have to be returned to us. Once we have received the goods the purchaser will be refunded or the goods shall be exchanged.

If you wish to amend or cancel your order you must contact us as soon as possible after your order has been placed. Orders are normally processed within 1 working day so we may have already shipped your order. If your order is delivered and you wish to return it, you will have 7 days from date of delivery to do so (please see our returns policy for further details).

All goods must be returned in A1 condition, in their original packaging and shipped in a suitable container or box to prevent damage to the packaging or product.

If you wish to amend or cancel an order please contact us during our Business Hours.

It would be helpful if you could have the following information to hand: Customer name, Order number, Date of order, Value of order, Goods purchased.

Your statutory rights are not affected.

SPECIAL OFFERS

Special offer coupons when available, are offered in good faith. Where abuse is suspected, Codelocks reserve the right cancel the affected order prior to shipping. Codelocks reserve the right to make amendments to offers including the reduction of validity periods or discount amounts and the withdrawal of special offers prior to their expiry date.

PAYMENT

With regards to any contract for the purchase of Products from our website all prices and delivery charges are excluding tax. Where applicable, tax is added during the "add to basket" process. Tax is at the current rate and is correct at the time of entering your order onto our system. The total cost of your order is the price of the products ordered plus delivery charges (where applicable) and VAT. Payment can be made by most major credit and debit cards.

You confirm that the credit or debit card that is being used is yours. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to or does not, for any reason, authorise payment to us, we will not be liable for any delay or non-delivery.

REFUSAL OF TRANSACTION

With regard to any contract for the purchase of products from our website we reserve the right to withdraw any products from the website at any time and/or remove or edit any materials or content on the website. We may refuse to process a transaction for any reason or refuse service to anyone at any



time at our sole and unfettered discretion. We will notify you if we do not accept your order. We will not be liable to you or any third party by reason of:

- Our withdrawing any product from the website whether or not that product has been ordered
- Removing or editing any materials or content on the website.
- Refusing to process a transaction or unwinding or suspending any transaction after processing has been begun.
- Typographical pricing errors on the website.

ELIGIBILITY TO ORDER

To be eligible to purchase products on this website and lawfully enter into and form a contract with us under English law you must:

- When creating an order provide your real name, phone number, email address, payment details and order requested information.
- Stipulate the delivery address if different to invoice address. Please note that PO Box numbers, mail forwarding addresses and temporary residence addresses are not acceptable. In most cases, BFPO addresses are acceptable. Please note that carriers normally require a postcode to ship to BFPO address. For BFPO address, please provide a corresponding postcode for the BFPO sorting centre.

SHIPPING

Codelocks reserves the right to choose or make changes to the shipping agent used to dispatch orders. Where additional charge is necessary, you will be contacted prior to order dispatch. Where free shipping offers exist, Codelocks reserve the right to modify or remove the free shipping offer at any time without prior notice.

Free shipping applies only to the United Kingdom. Shipping charges will be applied for all other destinations.

RETURNS

Please refer to our [Returns & Refunds Policy](#) for details.

GENERAL

Description of Products

Codelocks manufactures and sells mechanical and electrical access control door and locker locks.

The electronic Codelocks products require batteries (included with the product). Note that some countries do not allow the import of electronic products with batteries included. For these countries, Codelocks will remove the batteries from the product prior to shipping.

Country of Merchant

Codelocks is a UK based company.

Sub-brands

The following are sub-brands of Codelocks Ltd:

- KitLock by Codelocks
- Access by Codelocks
- Key Secure by Codelocks
- Marine by Codelocks

Any queries or comments should be directed via our [Contact Us](#) page.

We will aim to respond promptly to all calls, faxes and emails received outside of our published Business Hours on the following working day.