



GENERAL TERMS AND CONDITIONS FOR THE SUPPLY OF TECHNICAL SERVICES

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.

Charges: the charges payable by the Customer for the supply of the Services in accordance with clause 5.

Commencement Date: has the meaning given in clause 2.2.

Conditions: these terms and conditions as amended from time to time in accordance with clause 10.4.

Contract: the contract between Pharos and the Customer for the supply of Services in accordance with these Conditions.

Customer: the person or firm who purchases Services from Pharos.

Customer Default: has the meaning set out in clause 4.2.

Intellectual Property Rights: patents, rights to inventions, copyright and related rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or shall subsist now or in the future in any part of the world.

Order: the Customer's order for Services as set out in the Customer's purchase order form or the Customer's written acceptance of Pharos's quotation, as the case may be.

Services: the technical services supplied by Pharos to the Customer as set out in the Specification.

Specification: the description or specification of the Services provided in writing by Pharos to the Customer.

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 successors and permitted assigns.
- (c) A reference to legislation or a legislative provision is a reference to it as amended or re-enacted. A reference to legislation or a legislative provision includes all subordinate legislation made under that legislation or legislative 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. The Order constitutes an offer by the Customer to purchase Services in accordance with these Conditions.
- 2.2. The Order shall only be deemed to be accepted when Pharos issues written acceptance of the Order at which point and on which date the Contract shall come into existence (**Commencement Date**).
- 2.3. 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.
- 2.4. Services are quoted on a per day basis. Pharos cannot estimate the time required for commissioning and programming due to many unknown factors and site conditions. Any quotation given by Pharos shall not constitute an offer.
- 2.5. A quotation shall only be valid for a period of 90 Business Days from its date of issue, (or, if different, the period specified in the relevant quotation).

3. SUPPLY OF SERVICES

- 3.1. Pharos shall supply the Services to the Customer in accordance with the Specification in all material respects.
- 3.2. Pharos shall use all reasonable endeavours to meet any performance dates agreed with the Customer, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.
- 3.3. Pharos reserves the right to amend the Specification if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Services, and Pharos shall notify the Customer in any such event.
- 3.4. Pharos warrants to the Customer that the Services will be provided using reasonable care and skill.
- 3.5. Unless otherwise specifically agreed in the Specification, Pharos is not responsible for:
 - (a) project management;
 - (b) site conditions;
 - (c) system configuration, design, programming and commissioning;
 - (d) hardware installation; or
 - (e) ensuring compliance with the Customer's obligations under applicable health and safety law,which remain the Customer's sole responsibility.

4. CUSTOMER'S OBLIGATIONS

- 4.1. The Customer shall:
 - (a) ensure that the terms of the Order and any information it provides in the Specification are complete and accurate;
 - (b) co-operate with Pharos in all matters relating to the Services;
 - (c) provide Pharos, its employees, agents, consultants and subcontractors, with access to the Customer's premises, and other facilities as reasonably required by Pharos to perform the Services;
 - (d) provide Pharos with such information and materials as Pharos may reasonably require in order to supply the Services, and ensure that such information is complete and accurate in all material respects; and
 - (e) comply with any additional obligations as set out in the Specification.
- 4.2. If Pharos's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation (**Customer Default**):
 - (a) without limiting or affecting any other right or remedy available to it, Pharos shall have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations in each case to the extent the Customer Default prevents or delays Pharos's performance of any of its obligations;
 - (b) Pharos shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from Pharos's failure or delay to perform any of its obligations as set out in this clause 4.2; and
 - (c) the Customer shall reimburse Pharos on written demand for any costs or losses sustained or incurred by Pharos arising directly or indirectly from the Customer Default.

5. CHARGES AND PAYMENT

- 5.1. The Charges for the Services shall be calculated on a time and materials basis:
- (a) the Charges shall be calculated in accordance with Pharos's daily fee rates, as set out in the Order;
 - (b) Pharos's daily fee rates for each individual are calculated on the basis of an eight hour day worked on Business Days;
 - (c) Pharos shall be entitled to charge an overtime rate for any time worked by individuals whom it engages on the Services outside the hours referred to in clause 5.1(b); and
 - (d) Pharos shall be entitled to charge the Customer for any expenses reasonably incurred by the individuals whom Pharos engages in connection with the Services including travelling expenses, hotel costs, subsistence and any associated expenses, and for the cost of services provided by third parties and required by Pharos for the performance of the Services, and for the cost of any materials.
- 5.2. Pharos shall invoice the Customer on completion of the Services.
- 5.3. The Customer shall pay each invoice submitted by Pharos:
- (a) within 30 days of the date of the invoice or in accordance with any credit terms agreed by Pharos and specified on the Order acknowledgement issued by it; and
 - (b) in full and in cleared funds to a bank account nominated in writing by Pharos, and
- time for payment shall be of the essence of the Contract.
- 5.4. All amounts payable by the Customer under the Contract are exclusive of amounts in respect of value added tax chargeable from time to time (**VAT**). Where any taxable supply for VAT purposes is made under the Contract by Pharos to the Customer, the Customer shall, on receipt of a valid VAT invoice from Pharos, pay to Pharos such additional amounts in respect of VAT as are chargeable on the supply of the Services at the same time as payment is due for the supply of the Services.
- 5.5. If the Customer fails to make a payment due to Pharos under the Contract by the due date, then, without limiting Pharos's remedies under clause 8, 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 5.5 will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%.
- 5.6. 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).

6. INTELLECTUAL PROPERTY RIGHTS

- 6.1. All Intellectual Property Rights in or arising out of or in connection with the Services (other than Intellectual Property Rights in any materials provided by the Customer) shall be owned by Pharos.
- 6.2. The Customer grants Pharos a fully paid-up, non-exclusive, royalty-free, non-transferable licence to copy and modify any materials provided by the Customer to Pharos for the term of the Contract for the purpose of providing the Services to the Customer.

7. LIMITATION OF LIABILITY

- 7.1. References to liability in this clause 7 include every kind of liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.
- 7.2. Nothing in this clause 7 shall limit the Customer's payment obligations under the Contract.
- 7.3. Nothing in the Contract limits any liability which cannot legally be limited, including but not limited to liability for:
- (a) death or personal injury caused by negligence;
 - (b) fraud or fraudulent misrepresentation; and
 - (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).
- 7.4. Subject to clause 7.3, Pharos's total liability to the Customer for all loss or damage shall not exceed the amount paid by the Customer in respect of the relevant Services.

- 7.5. Subject to clause 7.3, the following types of loss are wholly excluded: loss of profits, sales or business; loss of agreements or contracts; loss of anticipated savings; loss of use or corruption of software, data or information; losses arising from IT security breaches; losses of or damage to goodwill; loss or damage to Customer hardware or property; and indirect or consequential loss.
- 7.6. Pharos has given commitments as to compliance of the Services with relevant specifications in clause 3. In view of these commitments, the terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.
- 7.7. Unless the Customer notifies Pharos that it intends to make a claim in respect of an event within the notice period, Pharos shall have no liability for that event. The notice period for an event shall start on the day on which the Customer became, or ought reasonably to have become, aware of the event having occurred and shall expire 6 months from that date. The notice must be in writing and must identify the event and the grounds for the claim in reasonable detail.
- 7.8. This clause 7 shall survive termination of the Contract.

8. TERMINATION

- 8.1. Without affecting any other right or remedy available to it, either party may terminate the Contract by giving the other party 6 months' written notice.
- 8.2. Without affecting any other right or remedy available to it, either party may terminate the Contract with immediate effect by giving written notice to the other party if:
- (a) the other party commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 10 Business Days of that party being notified in writing to do so;
 - (b) the other party 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), applying to court for or obtaining a moratorium under Part A1 of the Insolvency Act 1986, 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 other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or
 - (d) the other party's financial position deteriorates to such an extent that in the terminating party's opinion the other party's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.
- 8.3. Without affecting any other right or remedy available to it, Pharos 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.
- 8.4. Without affecting any other right or remedy available to it, Pharos may suspend the supply of Services under the Contract or any other contract between the Customer and Pharos if:
- (a) the Customer fails to pay any amount due under the Contract on the due date for payment;
 - (b) the Customer becomes subject to any of the events listed in clause 8.2(c) or clause 8.2(d), or Pharos reasonably believes that the Customer is about to become subject to any of them; or
 - (c) Pharos reasonably believes that the Customer is about to become subject to any of the events listed in clause 8.2(b).

9. CONSEQUENCES OF TERMINATION

- 9.1. On termination of the Contract the Customer shall immediately pay to Pharos all of Pharos's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, Pharos shall submit an invoice, which shall be payable by the Customer immediately on receipt;
- 9.2. Termination of the Contract shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.
- 9.3. 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. GENERAL

10.1. 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 events, circumstances or causes beyond its reasonable control.

10.2. Assignment and other dealings

- (a) Pharos may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under the Contract.
- (b) The Customer shall not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any of its rights and obligations under the Contract without the prior written consent of Pharos.

10.3. Confidentiality

- (a) Each party undertakes that it shall not at any time during the Contract, and for a period of two years after termination or expiry of the Contract, disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause 10.2(b).
- (b) Each party may disclose the other party's confidential information:
 - (i) to its employees, officers, representatives, contractors, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, contractors, subcontractors or advisers to whom it discloses the other party's confidential information comply with this clause 10.2; 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 perform its obligations under the Contract.

10.4. Entire agreement

- (a) The 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 acknowledges that in entering into the Contract it does not rely on, and 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 based on any statement in the Contract.

10.5. Variation.

Except as set out in these Conditions, no variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

10.6. Waiver.

A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

10.7. 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 this agreement. If any provision or part-provision of this Contract deleted under this clause 0 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.

10.8. Notices

- (a) Any notice 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, in the case of the customer, the address specified in the Purchase Order and in the case of Pharos, to sales@pharoscontrols.com.
- (b) Any notice shall be deemed to have been received:
 - (i) if delivered by hand, 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; 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 10.8(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.

10.9. 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.
- (b) The rights of the parties to rescind or vary the Contract are not subject to the consent of any other person.

10.10. 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.

10.11. 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 the Contract or its subject matter or formation.