

Unit A, Scotswood Park,
Gordleton Industrial Park
Hannah Way, Pennington,
Lymington, Hampshire SO41 8JD

T: 01590 286080
E: info@tubecraft.co.uk
W: tubecraft.co.uk

CONDITIONS OF SALE

CO-COS-001-8

Revision: 2026 v6 | Supersedes CO-COS-001-7 (2026 v5)

1 Price

- 1.1 The price quoted excludes VAT (unless otherwise stated). VAT will be charged at the rate applying at the time of delivery.
- 1.2 Our quotations are valid for the period stated on the quotation, or, where no period is stated, for 14 days. Because raw material prices are subject to market volatility, the validity period we quote may vary between jobs and may be shorter than 14 days where material prices are especially volatile.
- 1.3 The price quoted excludes delivery (unless otherwise stated).
- 1.4 Unless otherwise stated, the price quoted is an illustrative estimate only and the price charged will be our price current at the time of delivery.
- 1.5 Rates of tax and duties on the goods will be those applying at the time of delivery.
- 1.6 At any time before delivery we may adjust the price to reflect any increase in our costs of supplying the goods.
- 1.7 All quotations, order confirmations and invoices are subject to correction for manifest error. Where a quotation, order confirmation or invoice contains a clear error in price, specification or quantity, we may correct it by written notice to you, even where the order has already been confirmed or accepted, provided we notify you as soon as reasonably practicable after the error is discovered and in any event before delivery. Correcting a manifest error under this clause does not give you a right to cancel the order; cancellation remains governed by clause 14.

2 Deliveries

- 2.1 All delivery times quoted are estimates only.
- 2.2 If you accept delivery of the goods after the estimated delivery time, it will be on the basis that you have no claim against us for delay (including indirect or consequential loss, or increase in the price of the goods).
- 2.3 We may deliver the goods in instalments. Each instalment is treated as a separate contract.
- 2.4 We may decline to deliver if:
 - We believe that it would be unsafe, unlawful or unreasonably difficult to do so; or
 - The premises (or access to them) are unsuitable for our vehicle.

3 Risk

- 3.1 The goods are at your risk from the time of delivery.
- 3.2 Delivery takes place either:
 - At our premises (if you are collecting them or arranging carriage); or
 - At your premises or address specified by you (if we are arranging carriage).

- 3.3 You must inspect the goods on delivery. If any goods are damaged or not delivered, you must inform us in writing within 5 working days of delivery or the expected delivery time. You must give us (and any carrier) a fair chance to inspect the damaged goods.

4 Payment Terms

- 4.1 Payment must be made via BACS prior to delivery, unless you have an approved credit account.
- 4.2 If you have an approved credit account, payment is due no later than 30 days from the end of the month of Invoice unless otherwise agreed in writing.
- 4.3 If you fail to pay us in full on the due date we may:
- Suspend or cancel future deliveries;
 - Cancel any discount offered to you;
 - Charge you interest at the rate set under Section 6 of the Late Payment of Commercial Debts (Interest) Act 1998:
 - a) Calculated (on a daily basis) from the date of our invoice until payment;
 - b) Before and after any judgement (unless a court orders otherwise);
 - Claim fixed sum compensation from you under Section 5A of the Act to cover our credit control overhead costs; and
 - Recover (under clause 4.7) the cost of taking legal action to make you pay.
- 4.4 If you have an approved credit account, we may withdraw it to reduce your credit limit or bring forward your due date for payment. We may do any of those at any time without notice.
- 4.5 You do not have the right to set off any money you may claim from us against anything you may owe us.
- 4.6 While you owe money to us, we have a lien on any of your property in our possession.
- 4.7 You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financial costs, legal costs on a full indemnity basis and the cost of instructing a debt recovery agency to recover a debt due to us if any) following any breach by you of any of your obligations under these terms.

5 Title

- 5.1 Until you pay all debts you may owe us:
- All goods supplied by us remain our property;
 - You must store them so that they are clearly identifiable as our property;
 - You must insure them (against the risks for which a prudent owner would insure them) and hold the policy on trust for us;
 - You may use those goods and sell them in the ordinary course of your business, but if not:
 - a) We revoke the right (by informing you in writing); or
 - b) You become insolvent.
- 5.2 You must inform us (in writing) immediately if you become insolvent.
- 5.3 If your right to use and sell the goods ends you must allow us to remove the goods.
- 5.4 We have your permission to enter any premises where the goods may be stored:
- At any time, to inspect them; and
 - After your right to use and sell them has ended, to remove them, using reasonable force if necessary.
- 5.5 Despite our retention of title to the goods, we have the right to take legal proceedings to recover the price of goods supplied should you not pay us by the due date.
- 5.6 You are not our agent. You have no authority to make any contract on our behalf or in our name.

6 Warranties

- 6.1 We warrant that the goods comply with their description on our order confirmation form.
- 6.2 We give no other warranty (and exclude any warranty, term or condition that would otherwise be implied) as to the quality of the goods or their fitness for any purpose.
- 6.3 If you believe that we have delivered goods that are defective in materials or workmanship, you must:
 - Inform us (in writing), with full details, as soon as possible; and
 - Allow us to investigate (we may need access to your premises and product samples).
- 6.4 If the goods are found to be defective in material or workmanship (following our investigations), and you have complied with those conditions (in clause 6.3) in full, we will (at our option) rework the goods, replace the goods or refund the price. Please note that if the goods have been passed to a third party we will not accept return of the goods or any claims for defects.
- 6.5 We are not liable for any other loss or damage arising from the contract or the supply of goods or their use, even if we are negligent, including (as examples only):
 - Direct financial loss, loss of profits or loss of use; and
 - Indirect or consequential loss i.e. late penalties.
- 6.6 Our total liability to you (from one single cause) for damage to property caused by our negligence is limited to £5,000,000.00.
- 6.7 For all other liabilities not referred to elsewhere in these terms our liability is limited in damages to the price of the goods.
- 6.8 Nothing in these terms restricts or limits our liability for death or personal injury resulting from negligence.
- 6.9 Nothing in these terms affects or limits our liability for fraudulent misrepresentation.
- 6.10 You must satisfy yourself that the goods ordered are suitable for the intended purpose for which the goods are to be used. We do not provide design services and provide a specialist bending service only.
- 6.11 If the goods supplied by us are to be used by a third party, the responsibility of ensuring that the goods are fit for purpose intended by the third party is yours. We will not accept any claim by you or a third party arising from a situation whereby had the goods been checked before being passed to the third party fault would never have occurred.

7 Specification

- 7.1 If we prepare the goods in accordance with your specifications or instructions you must ensure that:
 - The specifications or instructions are accurate;
 - Goods prepared in accordance with those specifications or instructions will be fit for the purpose for which you intend to use them; and
 - Your specifications or instructions will not result in the infringement of any intellectual property rights of a third party, or in the breach of any applicable law or regulation.
- 7.2 We reserve the right:
 - To make any changes in the specifications of our goods that are necessary to ensure they conform to any applicable safety or statutory requirements; and
 - To make without notice any minor modifications in our specifications we think necessary or desirable.

8 Tooling

- 8.1 Where we manufacture tooling for a specific job – including jigs, fixtures, mandrels, bend dies, formers or any other tooling – this is identified on our quotation as a tooling charge.
- 8.2 Unless we have agreed a separate written agreement stating otherwise, all tooling manufactured for a specific job remains our property at all times, regardless of whether a tooling charge has been quoted, invoiced or paid. Payment of a tooling charge is a contribution towards the cost of manufacturing the tooling and does not transfer ownership of the tooling to you.
- 8.3 We will retain tooling manufactured for your work for our own future use in fulfilling further orders from you. Ownership of tooling manufactured for a specific job is governed by this clause; clause 20.10

(which addresses tools, patterns, materials, drawings and other data more generally) does not override it.

9 Free Issue Materials

- 9.1 Although every care is taken in handling your free issue materials (or free issue materials of third parties delivered to us on your behalf), we are not responsible for the behaviour of the materials during bending. If the material collapses, distorts, fractures or breaks during bending we shall not accept any claims whatsoever for its loss. Free issue materials are handled and bent entirely at your own risk.
- 9.2 Where you supply free issue materials you must ensure that the materials supplied are safe to bend, without any risks to Health and Safety. We must be notified in writing of any special precautions which need to be taken. Failure to do so may result in serious accident and legal proceedings against you.
- 9.3 Please ensure that every care is taken to supply the material that is specified by us as per our quotation.

10 Material Certification

- 10.1 Material certificates will be supplied on request. We have no metallurgical facilities and are reliant on material suppliers supplying materials to the correct specification. Any claims for non-specification materials, represents no negligence by us and will be passed on to the material supplier.

11 Tolerances

- 11.1 You must state, at the enquiry stage, the required tolerances and request clarification of our tolerances, before commencement of work.

12 Return of Goods

- 12.1 We will only accept the return of goods from you, for the following points:
 - By our prior agreement (confirmed in writing/email);
 - On payment of an agreed handling charge (unless the goods were defective when delivered).

13 Export Terms

- 13.1 Clause 10 of these terms applies (except to the extent that it is inconsistent with any written agreement between us) where we supply the goods over an international border or overseas.
- 13.2 The 'Incoterms' of the International Chamber of Commerce which are in force at the time when the contract is made apply to exports, but these terms prevail to the extent that there is any inconsistency.
- 13.3 Unless otherwise agreed, the goods are supplied ex works at our place of manufacture.
- 13.4 Where the goods are to be sent to you from us, by any route including sea transport we are under no obligation to give any notice under section 32(3) of the Sale of Goods Act 1979.
- 13.5 You are responsible for arranging testing and inspection of the goods at our premises before shipment (unless otherwise agreed). We are not liable for any damage during transit.
- 13.6 We are not liable for death or personal injury arising from the use of the goods delivered in the territory of another State (within the meaning of section 26(3)(b) Unfair Contract Terms Act 1977).

14 Cancellation

- 14.1 You may not cancel the order unless we agree in writing (and clauses 14.2 and 14.3 then apply).
- 14.2 If you cancel the contract, you can have no further claim against us under that contract.
- 14.3 If the order is cancelled (for any reason) you are to pay us for all the stock (finished or unfinished) that we may hold (or to which we are committed) for the order.
- 14.4 We may suspend or cancel the order, by written notice if:
 - You fail to pay us any money when due (under the order or otherwise);
 - You become insolvent;

- You fail to honour your obligations under these terms.

15 Waiver and Variations

- 15.1 No failure of delay by us in enforcing any of our rights shall constitute a waiver of any of our rights. No waiver shall be effective unless in writing signed by us.
- 15.2 No variation of these terms is binding unless:
- Made (or recorded) in writing;
 - Signed on behalf of each party; and
 - Expressly stating an intention to vary these terms.
- 15.3 All orders that you place with us will be on these terms (or any that we may issue to replace them). By placing an order with us, you are expressly waiving any terms you may have to the extent that they are inconsistent with our terms.
- 15.4 For the purposes of this clause, an email sent by an authorised representative of a party from a verified company email address will be treated as being made in writing and, where it expressly confirms acceptance of an order or variation, as signed on behalf of that party.

16 Force Majeure

- 16.1 If we are unable to perform our obligations to you (or able to perform them only at unreasonable cost) because of circumstances beyond our control, we may cancel or suspend any of our obligations to you, without liability.
- 16.2 Examples of those circumstances include act of God, accident, explosion, war, terrorism, fire, flood, transport delays, strikes and other industrial disputes and difficulty in obtaining supplies.

17 Confidentiality

- 17.1 Each party agrees to keep confidential any technical, commercial or other information disclosed by the other party in connection with an enquiry, quotation or order – including drawings, specifications, tooling designs, pricing and other business information – and not to disclose it to any third party without the other party's prior written consent, except as required by law.
- 17.2 This clause applies whether or not a separate non-disclosure agreement has been signed, and continues to apply for 5 years after completion, cancellation or termination of the order to which it relates.
- 17.3 Confidential information does not include information that: is or becomes publicly available other than through breach of this clause; was already known to the receiving party without any obligation of confidence; or is independently developed without reference to the disclosing party's confidential information.
- 17.4 Where a separate non-disclosure agreement is signed in relation to a specific order or enquiry, the terms of that agreement take precedence over this clause to the extent of any conflict.

18 Data Protection

- 18.1 Each party shall comply with its obligations under the UK General Data Protection Regulation and the Data Protection Act 2018 in connection with any personal data processed under or in connection with these terms.
- 18.2 We will only use personal data you provide to us for the purposes of fulfilling an order, administering your account, and as otherwise set out in clause 20.9 of these terms.
- 18.3 Further details of how we handle personal data are available on request.

19 Dispute Resolution

- 19.1 If a dispute arises out of or in connection with these terms which cannot be resolved through direct discussion between the parties, both parties agree to attempt in good faith to resolve the dispute through mediation before commencing court proceedings, except where a party seeks urgent injunctive relief or is pursuing recovery of an undisputed debt.

19.2 Nothing in this clause prevents either party from issuing court proceedings to avoid the expiry of a limitation period, to seek urgent interim relief, or to enforce an existing judgement or award.

20 General

20.1 English law is applicable to any contract made under these terms. The English courts have non-exclusive jurisdiction.

20.2 If you are more than one person, each of you has joint and several obligations under these terms.

20.3 If any of these terms are unenforceable as stated:

- It will not affect the enforceability of any other of these terms; and
- If it could be enforceable, if amended, it will be treated as the amended version.

20.4 We may treat you as insolvent if:

- You are unable to pay your debts as they fall due; or
- You (or any item of your property) become the subject of:
 - a) Any formal insolvency procedure (examples of which include receivership, liquidation, administration, voluntary arrangements (including a moratorium) or bankruptcy);
 - b) Any application or proposal for any formal insolvency procedure; or
 - c) Any application, procedure or proposal overseas with similar effect or purpose.

20.5 All brochures, catalogues and other promotional materials, including our website, are to be treated as illustrative only. Their contents form no part of any contract between us and you should not rely on them in entering into any contract with us.

20.6 Any notice by either party, which is to be served under these terms, may be served by leaving it at or delivering it to (by first class post) the other's registered office or principal place of business. All such notices must be signed.

20.7 No contract will create any enforceable right (by virtue of the Contracts (Rights of Third Parties) Act 1999) by any person not identified as the buyer or seller.

20.8 The only statements upon which you may rely in making the contract with us, are those made in writing by someone who is our authorised representative and either:

- Contained in our estimate (or any covering letter) and not withdrawn before the contract is made; or
- Which expressly state that you may rely on them when entering into the contract.

20.9 Please note that we may transfer personal information about you to those we may appoint to administer your account or recover amounts owing. That may include, for example, passing information about you to our insurers, debt recovery agents and solicitors, if you fail to pay us.

20.10 Unless expressly agreed in writing, all tools, patterns, materials, drawings and other data provided by us shall remain our property. This clause does not apply to tooling manufactured for a specific job, which is instead governed by clause 8 (Tooling).

20.11 We may sub-contract the performance of the contract in whole or in part.

20.12 You may not assign your rights.