



Batmink Terms and Conditions for the Sale of Goods to Businesses

1. Interpretation

1.1. Definitions. In these Conditions, the following definitions apply:

"Account Customer"	a Customer which Batmink has entered into an agreement for a 30 day account at the time of placing the respective Order;
"Batmink"	Batmink Limited (registered in England and Wales with company registration number: 01730321);
"Business Day"	a day (other than a Saturday, Sunday or public holiday) 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 11.9;
"Contract"	the contract between Batmink 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 Batmink;
"Force Majeure Event"	has the meaning given in clause 11;
"Goods"	the goods (or any part of them) set out in the Order;
"Instructions"	means any instructions relating to the Goods, storage of the Goods and/or use of the Goods notified to the Customer by Batmink from time to time;
"Order"	the Customer's order for the Goods, as set out in the Customer's purchase order form, the Customer's written acceptance of Batmink's quotation, or overleaf, as the case may be;
"Specification"	any specification for the Goods, including any related plans and drawings, that is agreed in writing by the Customer and Batmink.

- 1.2. **Construction.** In these Conditions, the following rules apply:
- 1.2.1. A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.2.2. A reference to a party includes its personal representatives, successors or permitted assigns.
- 1.2.3. A reference to a statute or statutory provision is a reference to such statute or provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.
- 1.2.4. Any phrase introduced by the terms **including, include, in particular** or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 1.2.5. A reference to **writing** or **written** includes faxes and e-mails.

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 trade, custom, practice or course of dealing.
- 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 Batmink issues a written acceptance of the Order, at which point the Contract shall come into existence.
- 2.4. 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 Batmink which is not set out in the Contract.
- 2.5. Any samples, drawings, descriptive matter, or advertising produced by Batmink and any descriptions or illustrations contained in Batmink's catalogues or brochures are produced for the sole purpose of giving an approximate idea of the Goods described in them. They shall not form part of the Contract or have any contractual force.
- 2.6. A quotation for the Goods given by Batmink shall not constitute an offer. A quotation shall only be valid for a period of 30 days from its date of issue.

3. Goods

- 3.1. The Goods are described in Batmink's catalogue as modified by any applicable Specification.
- 3.2. Batmink reserves the right to amend the Specification and our catalogue, including in circumstances where required by any applicable statutory or regulatory requirements.

4. Delivery

- 4.1. Batmink shall ensure that:
 - 4.1.1. each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all relevant Customer and Batmink reference numbers, the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and
 - 4.1.2. if Batmink requires the Customer to return any packaging materials to Batmink, that fact is clearly stated on the delivery note. The Customer shall make any such packaging materials available for collection at such times as Batmink shall reasonably request. Returns of packaging materials shall be at Batmink's expense.
- 4.2. Batmink shall:
 - 4.2.1. deliver the Goods to the location set out in the Order or such other third party business location as the parties may agree; or
 - 4.2.2. the Customer shall collect the Goods from Batmink's premises at Beckery Road, Glastonbury, Somerset BA6 9NX or such other location as may be advised by Batmink prior to delivery, as set out in the Order and each a ("**Delivery Location**") as applicable. For the avoidance of doubt, Batmink cannot allow collections of Goods from third parties except for third party couriers approved by Batmink in advance
- 4.3. Where Batmink delivers the Goods pursuant to clause 4.2.1 above, such delivery shall take place at any time after Batmink notifies the Customer that the Goods are ready, or in the absence of such notification, as reasonably practicable.
- 4.4. Where the Customer collects the Goods pursuant to clause 4.2.2 above, the Customer shall collect the Goods within 3 Business Days of Batmink notifying the Customer that the Goods are ready.

- 4.5. Delivery of the Goods shall be completed on the Goods' arrival at, or collection from, the Delivery Location.
- 4.6. Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence. Batmink 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 Batmink with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.
- 4.7. If Batmink fails to deliver the Goods to the Customer, 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. Batmink 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 Batmink 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, or collect, the Goods within 3 Business Days of Batmink notifying the Customer that the Goods are ready, then, except where such failure or delay is caused by a Force Majeure Event or Batmink's failure to comply with its obligations under the Contract:
 - 4.8.1. delivery of the Goods shall be deemed to have been completed at 9.00 am on the third Business Day after the day on which Batmink notified the Customer that the Goods were ready; and
 - 4.8.2. Batmink shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).
- 4.9. If 10 Business Days after the day on which Batmink notified the Customer that the Goods were ready for delivery the Customer has not accepted delivery of them, Batmink may resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage and selling costs, account to the Customer for any excess over the price of the Goods or charge the Customer for any shortfall below the price of the Goods.
- 4.10. Batmink may deliver the Goods by instalments, which shall be invoiced and paid for separately. Each instalment shall constitute a separate Contract. Any delay in delivery or defect in an instalment shall not entitle the Customer to cancel any other instalment.
- 4.11. Upon delivery, the Customer, or any third party receiving the Goods on behalf of the Customer, must check the quantity and condition of Goods received and sign for receipt as applicable. If the incorrect quantity has been provided or the Goods are damaged this must be notified on the delivery note and the Customer, or any third party receiving the Goods on behalf of the Customer, must not confirm that the Goods have been received in good condition or make any other similar statement.

5. Quality

5.1. Batmink shall use reasonable endeavours to pass the benefit of any warranty supplied by the respective Goods' manufacturers to the Customer. The Customer is obliged to check the relevant warranty periods prior to placing any Order, such warranty periods are set out on the manufacturer's websites which can be accessed using the links from Batmink's site.

5.2. Subject to clauses 5.1 and 5.3, if:

5.2.1. the Customer gives notice to Batmink by telephone and obtains a return reference number during the warranty period and within 7 days of discovery that some or all of the Goods do not comply with the warranty set out in clause 5.1;

5.2.2. Batmink is given a reasonable opportunity of examining such Goods;

5.2.3. the Customer returns such Goods to Batmink's place of business at the Customer's cost, including all original packaging, Instructions and leads; and

5.2.4. the Customer provides proof of purchase of the Goods showing the invoice number and date of Order,

Batmink shall, at its option, repair or replace the defective Goods, or refund the price of the defective Goods in full.

5.3. Batmink shall not have any liability under clause 5.2 in any of the following events:

5.3.1. the Customer makes any further use of such Goods after giving notice in accordance with clause 5.2;

5.3.2. the defect arises because the Customer failed to follow Batmink'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;

5.3.3. the Customer purports that the defect arose during delivery but signs for the delivery specifying that the Goods were received in good condition or any other statement is made to Batmink or its delivery supplier confirming safe and satisfactory receipt;

5.3.4. the Customer alters or repairs such Goods without the written consent of Batmink;

5.3.5. the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions; or

5.3.6. the Goods differ from their description or the Specification as a result of changes made to ensure they comply with applicable statutory or regulatory requirements.

- 5.4. Where Batmink decides to replace any defective Goods pursuant to clause 5.2 above, Batmink shall only provide such replacement where it has received the purportedly defective Goods in accordance with clause 5.2.3 above, unless the Customer is an Account Customer. Where the Customer is an Account Customer, Batmink may, in its discretion and without prejudice to clause 5.2.3 above, provide replacement Goods prior to receipt of the purportedly defective Goods. Where replacement Goods have been delivered to the Customer prior to receipt of the purportedly defective Goods, Batmink shall invoice the Customer for the replacement Goods, such invoice to be credited upon Batmink's receipt of the purportedly defective Goods in original undamaged packaging. For the avoidance of doubt, Batmink shall in no circumstance be liable for any loss or damage caused as a result of Batmink's procuring of any warranty supplied by a third party, including without limitation, the warranty referred to in clause 5.2.
- 5.5. Except as provided in this clause 5, Batmink shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 5.1.
- 5.6. 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.
- 5.7. These Conditions shall apply to any repaired or replacement Goods supplied by Batmink.

6. Title and risk

- 6.1. The risk in the Goods shall pass to the Customer on completion of delivery, or collection of the Goods, as applicable.
- 6.2. Title to the Goods shall not pass to the Customer until Batmink has received payment in full (in cash or cleared funds) for:
 - 6.2.1. the Goods; and
 - 6.2.2. any other goods or services that Batmink has supplied to the Customer.
- 6.3. Until title to the Goods has passed to the Customer, the Customer shall:
 - 6.3.1. hold the Goods on a fiduciary basis as Batmink's bailee;
 - 6.3.2. store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as Batmink's property;
 - 6.3.3. not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
 - 6.3.4. maintain the Goods in satisfactory condition and keep them insured against all risks for their full price from the date of delivery;

6.3.5. notify Batmink immediately if it becomes subject to any of the events listed in clause 8.2; and

6.3.6. give Batmink such information relating to the Goods as Batmink may require from time to time,

but the Customer may resell or use the Goods in the ordinary course of its business, provided that the Customer shall hold the entire proceeds of any such sale as trustee for Batmink and shall pay such proceeds into a separate bank account opened for the purpose and approved by Batmink and shall ensure that under no circumstances are such proceeds mingled with other money or paid into any other bank account but at all times are identifiable as Batmink's money and that such account is at no time permitted to become over-drawn. The Customer hereby indemnifies Batmink for all losses, costs, expenses or liabilities whatsoever incurred by Batmink as a result of the sale of the goods or any part thereof by the buyer pursuant to this clause 6.3.

6.4. If the Customer has not received the proceeds of any sale of assets of Batmink to any third party as envisaged by clause 6.3, it will if called upon to do so by Batmink, assign to Batmink within 7 days all rights against the person or persons by whom the proceeds are owed and shall take all reasonable steps required and shall execute any documents reasonable necessary to effect this.

6.5. If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 8.2, or Batmink reasonably believes that any such event is about to happen and notifies the Customer accordingly, then, provided that the Goods have not been resold, or irrevocably incorporated into another product, and without limiting any other right or remedy Batmink may have, Batmink may at any time require the Customer to deliver up the Goods 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 shall be the price set out in the Order, or, if no price is quoted, the price set out in Batmink's published price list in force as at the date of delivery.

7.2. Batmink may, by giving notice to the Customer at any time before delivery, increase the price of the Goods to reflect any increase in the cost of the Goods that is due to:

7.2.1. any factor beyond Batmink's control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);

- 7.2.2. any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or
- 7.2.3. any delay caused by any instructions of the Customer or failure of the Customer to give Batmink adequate or accurate information or instructions.
- 7.3. The price of the Goods is exclusive of the costs and charges of packaging, insurance and transport of the Goods, which shall be invoiced to the Customer.
- 7.4. Where any discount is offered to the Customer by reason of the Customer agreeing to settle an invoice by a particular date, such discount shall only be applicable where such invoice is satisfied on or before the agreed remittance date.
- 7.5. The price of the Goods is exclusive of amounts in respect of value added tax ("**VAT**"). The Customer shall, on receipt of a valid VAT invoice from Batmink, pay to Batmink such additional amounts in respect of VAT as are chargeable on the supply of the Goods.
- 7.6. Batmink may invoice the Customer for the Goods on or at any time after the completion of delivery, or collection of the Goods, as applicable.
- 7.7. The Customer shall pay the invoice in full and in cleared funds in advance unless a 30day credit account has been approved. Payment shall be made to the bank account nominated in writing by Batmink. Time of payment is of the essence.
- 7.8. If the Customer fails to make any payment due to Batmink under the Contract by the due date for payment ("**due date**"), then the Customer shall pay interest on the overdue amount at the rate of 8% per annum above Lloyds TSB's base rate from time to time and a compensation payment of £40 per invoice up to £999.99, £70 for invoices from £1000-£9,999.99 and £100 for invoices over £10,000.00 as laid down in the Late Payment of Commercial Debts (Interest) Act 1998. Such interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.
- 7.9. The Customer shall pay all amounts due under the Contract in full without any deduction or withholding except as required by law and the Customer shall not be entitled to assert any credit, set-off or counterclaim against Batmink in order to justify withholding payment of any such amount in whole or in part. Batmink may at any time, without limiting any other rights or remedies it may have, set off any amount owing to it by the Customer against any amount payable by Batmink to the Customer.

8. Customer's insolvency or incapacity

- 8.1. If the Customer becomes subject to any of the events listed in clause 8.2, or Batmink reasonably believes that the Customer is about to become subject to any of them and notifies the Customer accordingly, then, without limiting any other right or remedy available to Batmink, Batmink may cancel or suspend all further deliveries under the Contract or under any other contract between the Customer and Batmink without incurring any liability to the Customer, and all outstanding sums in respect of Goods delivered to the Customer shall become immediately due.
- 8.2. For the purposes of clause 8.1, the relevant events are:
- 8.2.1 the Customer suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986, or (being a partnership) has any partner to whom any of the foregoing apply
- 8.2.2 the Customer commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (where the Customer is a company) where these events take place for the sole purpose of a scheme for a solvent amalgamation of the Customer with one or more other companies or the solvent reconstruction of the Customer;
- 8.2.3 (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Customer, other than for the sole purpose of a scheme for a solvent amalgamation of the Customer with one or more other companies or the solvent reconstruction of the Customer;
- 8.2.4 (being an individual) the Customer is the subject of a bankruptcy petition or order;
- 8.2.5 a creditor or encumbrancer of the Customer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days;
- 8.2.6 (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Customer;
- 8.2.7 (being a company) a floating charge holder over the Customer's assets has become entitled to appoint or has appointed an administrative receiver;

- 8.2.8. a person becomes entitled to appoint a receiver over the Customer's assets or a receiver is appointed over the Customer's assets;
 - 8.2.9. any event occurs, or proceeding is taken, with respect to the Customer in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 8.2.1 to clause 8.8.8 (inclusive);
 - 8.2.10. the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or substantially the whole of its business;
 - 8.2.11. the Customer's financial position deteriorates to such an extent that in Batmink's opinion the Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; and
 - 8.2.12. (being an individual) the Customer dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.
- 8.3 Termination of the Contract, however arising, shall not affect any of the parties' rights and remedies that have accrued as at termination. Clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect.

9. Limitation of liability

- 9.1 Nothing in these Conditions shall limit or exclude Batmink's liability for:
- 9.1.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
 - 9.1.2 fraud or fraudulent misrepresentation;
 - 9.1.3 breach of the terms implied by section 12 of the Sale of Goods Act 1979; or
 - 9.1.4 any matter in respect of which it would be unlawful for Batmink to exclude or restrict liability.
- 9.2. Subject to clause 9.1:
- 9.2.1. Batmink shall under no circumstances whatever be liable to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and
 - 9.2.2. Batmink's total liability to the Customer in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price of the Goods.

10. Warranty & Returns

- 10.1 The Seller warrants that it has good title to or licence to supply all Goods to the Buyer.
- 10.2 If any Goods should prove defective in materials or workmanship under normal operation or service, such Goods will be repaired or replaced only in accordance with the warranty cover or terms stipulated by the manufacturer of the Goods PROVIDED THAT no unauthorised modifications to the Product or to the system of which the Goods forms part have taken place. The Seller is not responsible for the cost of labour or other expenses incurred in the repairing or replacing of defective or nonconforming parts and in no circumstances shall the Seller be liable, in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever, and whatever the cause thereof, (i) for any loss of profit, business, contracts, revenue, or anticipated savings, or (ii) for any special indirect or consequential damage of any nature whatsoever.
- 10.3 The Seller's sole obligation in the event of "Dead on Arrival" or "Defective on Arrival" ("DOA") Goods (which for the avoidance of doubt shall not include DAMAGED IN TRANSIT Goods as set out in clause 11.2) and which can be attributed to the original manufacturers of the Goods and which have been purchased from the Seller shall be to pass on to the Buyer (in so far as possible) the benefit of any rights or remedies afforded it by the Manufacturer (or those of their Third Party Representatives or Service Agents) to exchange the faulty Goods for new within the DOA periods (if any) by the relevant manufacturers.
 - 10.3.1 Where the Seller has been authorised by the manufacturer to replace faulty Goods within the DOA period the Buyer must obtain a Returns Authorisation Number (RAN) from the Seller.
 - 10.3.2 Where the Buyer or End User is required to contact the manufacturer (or their Third Party Representatives or Service Agents) directly, the Buyer agrees to follow such instructions in order to progress or resolve the issue. Where the Buyer or End User is issued an authorisation or reference number for the purposes of passing such onto the Seller in order to progress the return, the Buyer understands and agrees that this is no guarantee to a credit note
- 10.4 Prior authorisation having been obtained as set out in clause 10.3, 10.3.1 and 10.3.2 the Seller shall:
 - 10.4.1 raise an invoice on the Buyer's account for the same Goods (if requested by the Buyer to do so) at the same price the Buyer was originally invoiced at; and
 - 10.4.2 despatch the replacement Goods at the Seller's expense to the original delivery address; and
 - 10.4.3 collect the faulty Goods at the Seller's expense from the original delivery address.
- 10.5 It is the responsibility of the Buyer or End User to ensure that the Goods are
 - 10.5.1 properly packed in the original, undefaced manufacturers packaging, protected and suitable for transportation; and
 - 10.5.2 returned with all standard manufacturer accessories (including literature, whether paper or electronic.)
 - 10.5.3 The Seller accepts no liability whatsoever for any goods not authorised for return and which may be returned in error by the Buyer or End User.
- 10.6 The Seller reserves the right to test all Goods returned to it under warranty as set out in clause 10.3, 10.3.1 and 10.3.2 and it is agreed between both parties that:

- 10.6.1 On receipt of the expected Goods and where a genuine fault exists, the Seller shall, in the event that such price shall already have been paid by the Buyer to the Seller, or, if such price has not been paid, relieve the Buyer of all obligation to pay the sum by issuance of a credit note in favour of the Buyer in the amount of such price within twenty-eight (28) days of receipt of the expected Goods, or earlier at its absolute discretion. The Buyer shall not offset or withhold payment (full or in part) of any monies owed to the Seller.
- 10.6.2 Goods tested and deemed to be "No Fault Found" (NFF) will be rejected. No credit note shall be issued and the Buyer shall (at their sole expense and risk) have fourteen (14) days to arrange collection from the Seller's premises.
- 10.6.3 Goods not collected after fourteen days shall be disposed of in accordance with the Waste Electrical and Electronic Equipment (WEEE) Regulations 2006 and any costs involved in doing so shall be passed to the Buyer.
- 10.7 Where available, the details of the Manufacturers DOA & Warranty guidelines shall be made available to the Buyer (on request) along with copies of any relevant product information sheets, technical data sheets or product leaflets issued by the Manufacturer, which may be in paper or electronic mediums
- 10.8 All software Goods are supplied "AS IS". The Sellers sole obligation in connection with the supply of software Goods is to use all reasonable endeavours to obtain and supply a corrected version from the manufacturer concerned in the event that such original software should fail to conform to product description PROVIDED ALWAYS THAT the Buyer notifies the Seller of any such non-conformity within 30 days of the date of delivery of the applicable software Product.
- 10.9 The Seller's liability under this entire clause 10 shall be to the exclusion of all other liability to the Buyer whether contractual, tortious or otherwise for defects in the Goods or for any loss or damage to or caused by the Goods, and subject to Conditions 10.2, 10.3, 10.4, all other conditions, warranties, stipulations or other statements whatsoever concerning the Goods, whether express or implied, by statute, at common law or otherwise howsoever, are hereby excluded; in particular (but without limitation of the foregoing) the Seller grants no warranties regarding the fitness for purpose, performance, use, nature or merchantable quality of the Goods, whether express or implied, by statute, at common law or otherwise howsoever.
- 10.10 Except as specifically set out in this clause 9, the Seller disclaims and excludes all other warranties, whether express or implied, by statute or otherwise, including but not limited to the warranties of description, design, satisfactory quality and fitness for a particular purpose, or arising from any previous course of dealing, usage or trade practice.
- 10.11 Goods wishing to be returned with no fault found can only be returned if a standard stock item and at the seller's discretion. There will be a restocking charge which will vary between 15% to 25% dependant on the manufacturer.

11. Force majeure

Neither party shall be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event. A "**Force Majeure Event**" means any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors.

12. General

- 11.1 Batmink may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract.
- 11.2 The Customer may not assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract without the prior written consent of Batmink.
- 11.3 Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its registered office (if it is a company) or its principal place of business (in any other case) or such other address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, sent by pre-paid first class post, recorded delivery, commercial courier, fax or e-mail.
- 11.4 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 11.3; if sent by pre-paid first class post or recorded delivery, at 9.00 am on the second Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by by fax or e-mail, one Business Day after transmission.
- 11.5 The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.
- 11.6 If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.

- 11.7 If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 11.8 A waiver of any right or remedy under the Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. 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 preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.
- 11.9 A person who is not a party to a Contract shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract, including, for the avoidance of doubt, where Batmink delivers the Goods to a third party in accordance with clause 4.2.1 above.
- 11.10 Except as set out in these Conditions, any variation to the Contract, including the introduction of any additional terms and conditions, shall only be binding when agreed in writing and signed by Batmink.
- 11.11 The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

13. DATA PROTECTION.

Batmink Distribution collects personal information when you register an enquiry with us or place an order for products or services.

We will use this information to provide the services requested, maintain guarantee records and, if you agree, to send you marketing information.

Please indicate if you are happy for us to send you regular marketing communications on our account application form.

Batmink Distributions will not share your information for marketing purposes with companies outside the Batmink Group. For more information explaining how we use your information please see our Privacy Policy (13.)

14. PRIVACY POLICY

This privacy policy explain how we use any personal information we collect about you when you purchase our products/services or register on our website.

When do we collect information about you?

We collect information about you when you register with us, place an order for products/services and sign a pro-forma account. We may, from time to time, collect information about you when you voluntarily complete customer surveys, provide feedback and participate in marketing competitions or other campaigns. Website usage information is collected using cookies.

How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

We use your information collected from the Batmink Group websites, enquiries and pro-forma account holders to personalise your repeat orders and to maintain the on-going service we provide to you. We also collect and hold your information in order to keep you updated about any changes to our service/products, products/services you may be interested in, updates on external brands we distribute and events you may like to attend.

Batmink Distributions Ltd will not share your information for marketing purposes with companies outside the Batmink group.

In processing your order, we may send your details to, and also use information, from credit reference agencies and fraud prevention agencies.

Marketing

We would like to send you information about products and services of ours and other companies in our network which may be of interest to you. If you have consented to receiving marketing by signing up to our products and/or services, you may “opt-out” at a later date by contacting us or choosing the opt-out option in marketing communications.

You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes please [click here](#)

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email info@batmink.co.uk or write to Batmink Distributions, Beckery Road, Glastonbury, Somerset. We may make a small charge for this service.

We want to ensure your personal information is accurate and up to date, if you feel your information is inaccurate and not up to date please contact us.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use on our websites and to compile statistical reports on website activity.

For further information on cookies and how they are used please visit www.aboutcookies.org or www.allaboutcookies.org

Please be advised, you can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites, any other links to external websites will not fall under our privacy policy and you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and will contact you if any changes are made that may affect how we hold your personal information.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- Email: info@batmink.co.uk
- Telephone: 01458 833186
- Post: Batmink Distributions, Beckery Road, Glastonbury, Somerset, BA6 9NX

