

PWFM Standard Terms & Conditions of Sale

1. DEFINITIONS AND INTERPRETATIONS

PWFM Limited specialises in management services by providing end user organisations with a wide range of solutions for both traditional printed documents and bespoke PAYE related electronic forms

“Cloud” Software applications or file storage in a third party datacentre provided as a service and accessed via the Internet

“Computer System” the computer systems and peripherals located at PWFM Limited’s premises, in the Cloud, or at the premises of any of the Permitted Sub-processors

“Conditions” the standard terms and conditions of sale and supply set out in this document together with any special terms agreed In Writing between PWFM Limited and the Customer

“Confidential Information” all information concerning the business or affairs of a Party (or of any member of the group of companies to which such Party belongs) whether conveyed orally, In Writing, in machine readable form or otherwise including Data, know-how or other matters connected with the Products or Services, and information concerning a Party’s relationships with actual or potential clients, customers or PWFM Limited and the needs and requirements of such persons and any other information which, if disclosed, will be liable to cause harm to such Party

“Contract” the contract between PWFM Limited and the Customer (each individually a “Party” and together the “Parties”) for the sale and purchase of the Products and/or the supply of the Services, incorporating these Conditions

“Customer” the person, firm or company who purchases the Products or Services from PWFM Limited

“Data Protection Legislation” all applicable data protection laws including:

- (i) the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and, from 25 May 2018, the General Data Protection Regulation (EU) 2016/679;
- (ii) any laws which implement any of the foregoing; and
- (iii) any laws that replace, extend, re-enact, consolidate or amend any of the foregoing

“Data” a collection of names and addresses and/or other information to be stored, amended, deleted or retrieved using the Computer System (including any “Personal Data” as defined in the Data Protection Legislation)

“Data Controller”, in relation to Personal Data, means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any Personal Data is, or is to be processed

“Data Processor”, in relation to Personal Data, means any person (other than an employee of the Data Controller) who processes Personal Data on behalf of the Data Controller

“Force Majeure” any act, event, omission or accident beyond PWFM Limited’s reasonable control which shall include acts of God, explosion, flood, tempest, fire or accident; war or threat of war, sabotage, epidemic, insurrection or civil disturbance; terrorism, governmental actions; acts of a third party; strikes, lockouts or other industrial actions or trade disputes

(other than by PWFM Limited's employees); difficulties in obtaining raw materials, labour, fuel, parts or machinery; power failure or breakdown in machinery; restraints or delays affecting carriers; malicious damage or acts of hackers; failure in information technology or telecommunications services; failure of a third party software manufacturer; a Virus that cannot be detected or controlled by the use of reasonable anti-virus protective measures

"Inserts" any circular letter, envelope, leaflet or other document whether supplied by the Customer, produced by PWFM Limited or by a third party which are to be incorporated in a Mail Pack

"PWFM Limited" PWFM Limited (company registration number 4264767) whose registered office is at: 1 St Josephs Court, Trindle Road, Dudley, West Midlands DY2 7AU and any of its trading divisions.

"Intellectual Property Rights" all intellectual and industrial property rights (including patents, know how, registered trademarks, registered designs, utility models, applications for and rights to apply for any of the foregoing, unregistered design rights and unregistered trademarks, rights to prevent passing off for unfair competition and copyright, data rights, domain names, topography rights and any other rights in any invention, discovery or process) in the United Kingdom and all other countries in the world and together with all renewals and extensions thereof

"In Writing" communication by letter, fax, email or comparable means of communication

"Mail Packs" one or more letters, financial statements, Inserts, envelopes, leaflets or other documents which are to be sent to a person or persons by one mailing (whether or not by PWFM Limited) and which may be assembled as part of the Contract

"Multimedia Services" Products or Services which do not result in the production of printed material or other physical matter and which are accessed and utilised via a computer, typically (but not limited to) web applications, other browser based applications, software design and production, production of data, production of PDF and other electronic document formats, production of CD-ROMS, presentations, mobile phone services (SMS), research and development and bulk emailing

"Permitted Sub-processor" any of the Sub-processors named in PWFM Limited's quotation and any other Sub-processors as may be agreed In Writing between PWFM Limited and the Customer from time to time

"Products" any products to be supplied and/or delivered to the Customer by PWFM Limited or third parties on a Customer's behalf under the Contract (including any part or parts of them)

"Service/Services" the services (if any) which PWFM Limited is to perform pursuant to or in connection with the Contract

"Sign-Off" the Customer's final approval of the Product proofs by email from the customer.

"Software" all software including computer programs, operating systems, file layouts and screen layouts and all associated files and data (including job control and other procedure language files, macros and file allocation tables)

"Sub-processor" any agent, subcontractor or other third party (but for the avoidance of doubt not PWFM Limited's employees) engaged by PWFM Limited for carrying out any processing activities in respect of Personal Data

“Supplied Items” materials and components (including any Data and, where applicable, Inserts) for the Products supplied by the Customer, its agents or third party suppliers to PWFm Limited

“Supplier” PWFm Limited

“Transactional Product” a product where the production process includes the supply of Data by the Customer to PWFm Limited. PWFm Limited or its named subcontractor may employ Computer Systems and Software to cleanse, reformat, sort and output the Data to meet the Customer’s requirement for a printed or electronic document. As directed by the Customer, the document may be delivered by mail or electronic means to the recipient, or may be placed in the Cloud as a Web Archive.

“Virus” any form of code which causes harm, damage or impedes the functionality or performance of any computer system or data

“Web Archive” a website that can be accessed via the public internet where electronic documents will be made available to the Customer by PWFm Limited or its named subprocessor.

“Working Day” a day (other than a Saturday, Sunday or public holiday in England and Wales) between the hours of 9.00am to 5.00pm

“Written Notice” notice from one Party to another

1.1 Any reference in these Conditions to any provision of a statute shall be construed as a reference to that provision as amended, consolidated, re-enacted, modified, extended or replaced at the relevant time.

1.2 The headings in these Conditions are for convenience only and shall not affect their construction or interpretation.

1.3 Any phrase in these Conditions introduced by the term “include”, “including”, “in particular” or any similar expression will be construed as illustrative and will not limit the sense of the words preceding that term.

1.4 In these Conditions the masculine includes the feminine and the neuter and the singular includes the plural and vice versa.

2. ACCEPTANCE AND AMENDMENT

2.1 Subject to any variation under clause 2.5 the Contract will be on these Conditions to the exclusion of all other terms and conditions and all previous oral or written representations. No terms or conditions endorsed upon, delivered with or contained in the Customer’s purchase order, confirmation of order, specification or other document will form part of the Contract whether or not such document is referred to in the Contract.

2.2 PWFm Limited may provide a quotation to the Customer by post, fax, email, electronic transfer or verbal communication.

2.3 Provided that PWFm Limited has not previously withdrawn it, a quotation given by PWFm Limited is only valid for a period of thirty Working Days from its date, unless otherwise expressly agreed by PWFm Limited in writing. Each order or acceptance of a quotation for Products or Services by the Customer shall be deemed to be an offer by the Customer to purchase Products or Services subject to these Conditions.

2.4 No order placed by the Customer shall be deemed to be accepted by PWFMM Limited until the order is either acknowledged by PWFMM Limited in writing or (if earlier) PWFMM Limited delivers the Products or performs the Services.

2.5 These Conditions apply to all sales of Products and Services by PWFMM Limited and any variation to these Conditions and any representations about the Products or Services shall have no effect unless expressly agreed in writing and signed by an authorised representative of PWFMM Limited.

3. SPECIFICATION

3.1 The quantity and description of the Products and/or Services shall be as set out in PWFMM Limited's quotation or acknowledgement of order.

3.2 PWFMM Limited may make any changes to the specification, design, materials or finishes of the Products or provision of the Services which:

3.2.1 are required to conform with any applicable safety or other statutory or regulatory requirements; or

3.2.2 in PWFMM Limited's reasonable opinion, do not materially affect their quality or performance.

3.3 All advertising, samples, artwork, specifications, illustrations or descriptive material made available by PWFMM Limited and any descriptions or illustrations contained in PWFMM Limited's sales literature, including brochures, quotations, price lists, acknowledgement of order, invoice or other document or other information issued by PWFMM Limited (including on its website) are issued for the sole purpose of giving an approximate idea of the Products or Services described in them. They will not form part of the Contract unless specifically stated otherwise. All documents containing such illustrative or descriptive material (as well as the Intellectual Property Rights in such material) shall remain the exclusive property of PWFMM Limited and must not be copied, loaned or transferred.

3.4 Any typographical, clerical or other error or omission in any of the documents referred to in clause 3.3 shall be subject to correction without any liability on the part of PWFMM Limited.

3.5 The Customer must ensure that the terms of its order are complete and accurate, and any artwork, sketches, specifications, descriptions, electronic data, information or other instructions supplied by the Customer or by any agent or representative of the Customer in connection with the manufacture or sale of the Products or provision of the Services are accurate, unambiguous and clearly legible and meet the Customer's requirements.

3.6 Where the Products and/or Services include machine readable codes or symbols:

3.6.1 PWFMM Limited or its named subprocessor shall print the same as specified or as approved by the Customer in accordance with generally accepted industry standards and procedures;

3.6.2 The Customer shall be responsible for satisfying itself that the machine readable code or symbol will read correctly on the equipment likely to be used by those for whom the machine readable code or symbol is intended;

3.6.3 The Customer shall indemnify PWFMM Limited against all liability, actions, proceedings, costs, claims, damages or demands resulting from the machine readable code or symbol not reading at all or not reading correctly for any reason whatsoever, except to the extent that such a claim arises from any failure of PWFMM

Limited or its named subprocessor to comply with clause 3.6.1 above which is not attributable to any error falling within the tolerances generally accepted in the industry in relation to printing of this kind.

3.7 Where PWFMM Limited or its named subprocessor is supplied with Supplied Items or is requested to use specific material by the Customer when supplying the Products or undertaking the Services:

3.7.1 PWFMM Limited will not be liable for any defect, error or imperfection in the Products (including, if applicable, any Mail Packs, Transactional Products) or errors in their delivery caused by defects in or unsuitability of the Supplied Items or specified materials, it being noted and agreed that PWFMM Limited may not be able to identify defects in the Supplied Items or specified materials, or the unsuitable nature of the Supplied Items or specified materials until production has commenced;

3.7.2 PWFMM Limited or its named subprocessor may reject any of the Supplied Items or specified materials which in its opinion are unsuitable;

3.7.3 PWFMM Limited may, if the Supplied Items or specified materials are found to be unsuitable during production, charge the additional production costs incurred to the Customer after notifying, where possible, the Customer In Writing of the unsuitability of the Supplied Items or specified materials; and

3.7.4 the Customer must ensure that the ordered quantities of the Supplied Items are adequate to cover spoilage.

3.8 Work done whether experimentally or otherwise at the Customer's request may at PWFMM Limited's option be charged separately.

3.9 Unless otherwise agreed In Writing by the Parties, PWFMM Limited shall be entitled to affix to or print PWFMM Limited's name and/or trade or other marks on any Product and, where PWFMM Limited owns the copyright, the year in which copyright arose in the Product.

4. SIGN OFF

4.1 Proofs will be provided by PWFMM Limited or its named subprocessor as follows:

4.1.1 for orders for new and amended Products PWFMM Limited or its named subprocessor will provide the Customer with proofs of the Products prior to production, which the Customer will proof read and, if necessary, edit before returning to PWFMM Limited or its named subprocessor for amendment (if amendment is necessary). In the case of Multimedia Services, the proofs may be sent to the Customer by e-mail with a link to a website which the Customer will access to check the proofs. The Customer will proof read subsequent amended proofs provided by PWFMM Limited or its named subprocessor. Prior to production (or completion of Multimedia Services) but following final checking of the proof, PWFMM Limited or its named subprocessor will ask the Customer to Sign-Off the amended version of the proof;

4.1.2 for exact repeat orders of orders made in the previous 12 months, proofs will not be supplied and, unless otherwise requested by the Customer on or around the time the Customer places its order and in any event prior to production, the Signed-Off proofs from the previous order will be used. The Customer acknowledges that if it requests proofs for a repeat order this will have an impact on any times frames for delivery stated in PWFMM Limited's quotation; and

4.1.3 for the avoidance of doubt, proofs will not be provided for exact repeat orders and the Customer shall satisfy itself that there are no defects, errors or omissions in the print ready file prior to sending it to PWFMM Limited or its subprocessor.

4.2 Following Sign-Off PWFMM Limited will not be responsible for errors in the Products or the Multimedia Services, unless it has failed to print or complete the Multimedia Services in accordance with the Signed-Off proofs.

4.3 The Customer shall pay for any re-prints that may be necessary due to the Customer's failure to amend the proofs correctly prior to Sign-Off. PWFMM Limited shall produce, at no additional cost to the Customer, any re-prints that may be necessary due to PWFMM Limited's failure to print the Products or complete the Multimedia Services in accordance with the Signed-Off proofs.

4.4 PWFMM Limited may charge the Customer an additional charge (which may include standing time if a printing press or other equipment is subsequently inactive) if alterations, additional proofs and/or other works are carried out:

4.4.1 at the Customer's request after proofs have been Signed-Off;

4.4.2 where style, type or layout is left to PWFMM Limited's judgment and the Customer requests variations to that aspect or aspects of the proof; or

4.4.3 where drawings, proofs or other instructions supplied to PWFMM Limited by the Customer are not in accordance with clause 3.5.

4.5 All final artwork and film (not in digital artwork) will be held by PWFMM Limited or its named subprocessor for a maximum period of 12 months from Sign Off.

5. CANCELLATION OF ORDERS

5.1 Subject to clause 5.2, no order which has been accepted by PWFMM Limited may be cancelled by the Customer except with the agreement of PWFMM Limited In Writing and on the terms that PWFMM Limited shall invoice for the work carried out to such time, any materials ordered for the Customer and any other additional costs incurred as a result of such cancellation, and such invoice shall be payable immediately by the Customer.

5.2 Orders for Products that are, in PWFMM Limited's opinion, standard stock items may be cancelled by written notice to PWFMM Limited received before the Products are allocated to the Contract.

6. DATA / DATA PROTECTION

6.1 The Customer will supply the Data to PWFMM Limited or its named subprocessor within the time specified by PWFMM Limited or its named subprocessor to allow PWFMM Limited or its named subprocessor to perform its obligations under the Contract. PWFMM Limited or its named subprocessor may reject any Data which is not so supplied or may at its own discretion and at the Customer's sole expense, reformat the Data so that it is in Compatible Format.

6.2 If the Customer is required to supply Data to PWFMM Limited or its subprocessor, such Data shall be provided by secure electronic transfer in machine readable files in the format specified by PWFMM Limited to the Customer ("Compatible Format"). PWFMM Limited or its subprocessor will provide a secure SFTP site /or at the customers cost a secure web portal with appropriate access controls to facilitate the transfer of Data by the Customer to PWFMM

Limited or its named subprocessor. PWFMLimited or its named subprocessor will not, under any circumstances, accept a transfer of Data containing Personal Data unless the Customer has encrypted that Data prior to its transmission to PWFMLimited. PWFMLimited reserves the right, without notice to the Customer, to delete any Data which it knows or suspects contains Personal Data that has not been encrypted prior to its transmission to PWFMLimited. PWFMLimited shall not be liable for any loss or leakage of Data if the Customer chooses to transfer the Data to PWFMLimited other than as specified in this clause 6.1, or fails to exercise control of the Customer's access credentials to the secure SFTP site / secure web portal.

6.3 PWFMLimited or its named subprocessor will be responsible for loading the Data onto the Computer System. Subject to clause 6.4, PWFMLimited will retain the Data at its discretion for a maximum period of 90 days from completion of the Contract unless requested by the Customer In Writing to return or destroy the Data before the end of such period. The Customer is solely responsible for making and keeping secure any back-up copy of any Data supplied to PWFMLimited or its named subprocessor and PWFMLimited or its named subprocessor shall not be liable for any loss sustained as a result of the Data supplied to it being lost or destroyed in whole or in part (other than as a result of PWFMLimited or its named subprocessor breach of the Data Protection Legislation).

6.4 If the Contract includes the provision of a Web Archive:

6.4.1 the Web Archive will, unless otherwise agreed in writing by PWFMLimited and the Customer, be hosted by PWFMLimited or its named subprocessor on the Computer System; and

6.4.2 documents will, unless otherwise agreed in writing by PWFMLimited and the Customer, be available in the Web Archive for a period of 30 days from the date that the document was added to the Web Archive.

6.5 Each party warrants that it will at all times comply with its obligations under the Data Protection Legislation and shall not do anything to put the other party in breach of its obligations under the Data Protection Legislation.

6.6 PWFMLimited may, in order to fulfil its duties under the Contract, need to enter into sub-contracting arrangements with Permitted Sub-processors and may provide Permitted Sub-processors with access to the Data. Other than the Permitted Sub-processors PWFMLimited shall not appoint any Sub-processors.

6.7 The Customer warrants that:

6.7.1 there is a lawful basis for the processing activity defined in the Contract, and that it has the requisite authority and consents from each data subject (as defined in the Data Protection Legislation) to supply the Data to PWFMLimited or its named subprocessor for the purposes specified in the Contract including authority to permit PWFMLimited or its named subprocessor to supply the Data to its Permitted Sub-processors;

6.7.2 it has and will maintain for the duration of the Contract the appropriate data protection notification which includes provisions covering the processing of Data by the Customer in relation to the Contract and the processing of Data by PWFMLimited or its Permitted Sub-processors in accordance with the provisions of the Contract; and

6.7.3 any use of the Data by PWFm Limited or its named subprocessor in carrying out its duties under the Contract will not breach the provisions of Data Protection Legislation.

6.8 PWFm Limited or its named subprocessor shall, in relation to any Personal Data processed in connection with the performance by PWFm Limited of its obligations under the Contract, be a Data Processor and shall:

6.8.1 process that Personal Data only on the written instructions of the Customer (which includes the terms of the Contract);

6.8.2 ensure that it has in place appropriate technical and organisational security measures against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data;

6.8.3 at the Customer's expense, use reasonable endeavours to assist the Customer with any subject access request that the Customer receives relating to Personal Data that PWFm Limited or its named subprocessor processes on the Customer's behalf under the Contract;

6.8.4 not cause or permit Personal Data to be transferred outside the EU unless:

6.8.4.1 the transfer is on the basis of a valid adequacy decision made by the European Commission;

6.8.4.2 appropriate safeguards are in place (as set out in the Data Protection Legislation); or

6.8.4.3 such transfer is otherwise permitted under applicable Data Protection Legislation;

6.8.5 ensure that access to Personal Data that it processes on the Customer's behalf under the Contract shall be limited to its employees and Permitted Sub-processors who are subject to binding written confidentiality obligations;

6.8.6 ensure that any Permitted Sub-processor is appointed subject to a binding written contract containing materially the same obligations as under this clause 6 and that any Permitted Sub-processor complies with all such obligations; and

6.8.7 maintain in accordance with the Data Protection Legislation, written records of all categories of processing activities carried out on the Customer's behalf.

6.9 PWFm Limited shall, in accordance with the Data Protection Legislation, make available to the Customer such information as is reasonably necessary to demonstrate PWFm Limited's compliance with the obligations of Data Processors under the Data Protection Legislation, and allow and contribute to audits, including inspections, by the Customer (or the Customer's nominated auditor) for this purpose, subject to the Customer:

6.9.1 giving PWFm Limited reasonable prior notice;

6.9.2 ensuring the confidentiality of all information generated as a result;

6.9.3 ensuring that such audit or inspection is undertaken at a mutually agreed time and date, with minimal disruption to PWFm Limited's business and the business of PWFm Limited's customers; and

6.9.4 paying reasonable costs for assisting with the provision of information and allowing for and contributing to inspections and audits.

6.10 In respect of any actual or reasonably suspected unauthorised access to or acquisition of Personal Data that PWFMM Limited or its named subprocessor processes on the Customer's behalf under the Contract, PWFMM Limited shall promptly notify the Customer and provide the Customer with details of such breach.

6.11 PWFMM Limited or its named subprocessor shall be entitled to refuse to carry out any work which contravenes, or which PWFMM Limited reasonably believes will contravene, the Data Protection Legislation or in its opinion is contrary to the British Code of Advertising, Sales Promotion and Direct Marketing, Advertising Standards Agency, C&CCC standards, the ICSTIS Code of Practice or any other relevant legislation, legal instrument or guidance.

7. PRINTING

7.1 Electronic artwork files, films, plates, die cutters, perforations, stereotypes and other materials owned by PWFMM Limited and used by it in the production of plates, film-setting, negatives, positives and the like shall remain its exclusive property. When such items are supplied by the Customer they shall remain the Customer's property.

7.2 Unless agreed otherwise In Writing, and subject to the payment by the Customer of any storage costs agreed to be payable to PWFMM Limited in connection with any such agreement, PWFMM Limited and/or its sub-contractors shall be entitled to destroy any gravure cylinders after approval of delivered Products.

8. MAIL PACKS

If the Contract is for Mail Packs:

8.1 the Customer shall specify the number of Mail Packs to be produced and/or delivered and the date on which the Mail Packs are to be delivered by PWFMM Limited or its named subprocessor to the Customer or the Customer's carrier and shall provide the Data to be used in preparing the Mail Packs;

8.2 the Customer shall supply the Data and, where applicable, the Inserts to PWFMM Limited no later than the date and time agreed In Writing between the Parties. If the Customer does not supply the Data and Inserts on time, PWFMM Limited shall not be liable for any delay;

8.3 where PWFMM Limited is to undertake mailing services for the Customer, unless otherwise agreed in writing by the Parties, if any Supplied Item is delivered by or on behalf of the Customer more than five days prior to the mailing for which that item is required or is held by PWFMM Limited for more than five days after such mailing, PWFMM Limited may charge the Customer an additional fee for the storage of such item or may destroy or dispose of all such items (at the Customer's cost) fourteen days after notice to that effect is given to the Customer.

8.4 where it has been agreed that the postage shall be charged to PWFMM Limited's account with Royal Mail or other carrier, the Customer shall pay to PWFMM Limited the gross amount of the postage (including VAT where required) or carriage charges due prior to the Mail Packs being collected by Royal Mail or other carrier from PWFMM Limited. PWFMM Limited shall be entitled to withhold delivery of the Mail Packs to Royal Mail or other carrier until the Customer has paid such sum; and

8.5 subject to clause 16.1 and save in the event of PWFMM Limited's breach of clause 6, PWFMM Limited shall not be liable for any loss, damage or expense incurred or sustained by the Customer as a result of any person:

- 8.5.1 not receiving a Mail Pack;
- 8.5.2 receiving an incorrect Mail Pack;
- 8.5.3 receiving a Mail Pack more than once; or
- 8.5.4 incorrectly receiving a Mail Pack.

9. DELIVERY/RISK

9.1 Risk in the Products shall pass to the Customer on delivery of the Products.

9.2 The Customer will take delivery of the Products on a date to be agreed between the Parties.

9.3 If the Customer has any special requirements regarding delivery (including in relation to the quantity of Products delivered, place of delivery or method of delivery) the Customer shall request this In Writing at the time of requesting a quotation. If the Customer needs to amend the number of deliveries and/or the method of delivery PWFM Limited will have the right to charge for any increase in the cost of providing this service.

9.4 PWFM Limited shall use reasonable endeavours to deliver the Products or perform the Services within the time agreed when the Customer places an order and, if no time is agreed, then within a reasonable time, but the time of delivery or performance shall not be of the essence. Subject to clause 19, if PWFM Limited is unable for any reason to fulfil any delivery or performance on the specified date the Customer shall be entitled to cancel the order by informing PWFM Limited that they wish to cancel In Writing. In such circumstances PWFM Limited will be deemed not to be in breach of the Contract, nor (for the avoidance of doubt) will PWFM Limited have any liability to the Customer for direct, indirect or consequential loss (all three of which terms include pure economic loss, loss of profit, loss of business, depletion of goodwill and like loss) howsoever caused (including as a result of negligence) for any delay or failure in delivery or performance except as set out in this clause

9.5 If the Customer cancels the order in accordance with this clause 9.4 PWFM Limited shall invoice and the Customer shall pay for the costs PWFM Limited has incurred up to the date of cancellation.

9.6 The quantity of any consignment of Products as recorded by PWFM Limited upon despatch from PWFM Limited or its named subprocessor's place of business shall be conclusive evidence of the quantity received by the Customer on delivery unless the Customer can provide conclusive evidence proving the contrary.

9.7 If, to assist the Customer in removing the Products from point of delivery, PWFM Limited, its employees, agents or sub-contractors load any of the Products free of charge, no liability whatsoever (except liability for death or personal injury resulting from PWFM Limited's, its employees', agents' or its sub-contractor's negligence) shall be incurred by PWFM Limited (including where arising from PWFM Limited's negligence), its employees, agents or sub-contractors and the Customer shall indemnify PWFM Limited, its employees, agents and subcontractors in respect of any such liability.

9.8 If the Customer, its employees, agents or sub-contractors, request the use of PWFM Limited's property, including any lifting equipment or transport, to assist in the loading or unloading of the Products, the Customer accepts all liability for all the associated risks and agrees to comply fully with any instructions issued by PWFM Limited and the Customer shall indemnify PWFM Limited in respect of:

9.8.1 any loss or damage caused to PWFMM Limited's property by the Customer, its employees, agents or sub-contractors; and

9.8.2 any claim by any third party (including the Customer's employees, agents or sub-contractors) arising from or in connection with the Customer's use of PWFMM Limited's property.

9.9 If for any reason the Customer will not accept delivery of any of the Products when they are ready for delivery, or PWFMM Limited is unable to deliver the Products on time because the Customer has not provided appropriate instructions, documents, licences or authorisations:

9.9.1 risk in the Products will pass to the Customer and following risk passing to the Customer PWFMM Limited shall have no liability for those Products (including for loss or damage caused by PWFMM Limited's negligence);

9.9.2 the Products will be deemed to have been delivered and Services deemed to have been performed on the due date; and

9.9.3 PWFMM Limited may store the Products until delivery and the Customer will be liable for all related costs and expenses (including storage and insurance).

9.10 Unless otherwise expressly agreed In Writing between the Parties, if PWFMM Limited delivers to the Customer a quantity of Products of up to 10% more or less than the quantity ordered, the Customer shall not be entitled to object to or reject the Products or any of them by reason of the surplus or shortfall and shall pay for such Products at the pro rata Contract rate.

9.11 Except where expressly agreed In Writing between PWFMM Limited and the Customer:

9.11.1 delivery of Mail Packs and Transactional Products shall be made ex-works (as defined in the edition of the "Incoterms" then current) PWFMM Limited's premises or the premises of its sub-contractor (as applicable) when collected by Royal Mail or other carrier; and

9.11.2 the Services shall be performed and delivered at the place specified in PWFMM Limited's quotation.

10. STOCK OBSOLESCENCE POLICY

10.1 PWFMM Limited will manage such stocks of printed material and associated items as it deems reasonably necessary to fulfil its obligations under the Contract and will at all times manage such stock to ensure that the stock levels, and thereby the financial risks in relation to such stock borne by the Customer, are kept to the minimum level reasonably possible.

10.2 PWFMM Limited will periodically provide details of stock held and will bring to the Customer's attention changes in stock movement pattern which may result in a cost to the Customer pursuant to this clause 10. The Customer will endeavour to keep PWFMM Limited updated of any changes which may impact upon stock movement.

10.3 If there is No Demand (as defined below) for a particular item of stock in any period of three consecutive months, PWFMM Limited shall be entitled to charge a commercial rate for storage of such stock and may submit an invoice to the Customer for these storage costs and 100% of the sales value to PWFMM Limited of that stock. For the purposes of this clause "No Demand" shall mean either: no sales of the relevant stock items to the Customer during three consecutive months; or actual demand during the three month period results in the

remaining stock being in excess of 12 months' requirements (which shall be calculated on the basis of the Customer's prior purchasing history).

10.4 If, following payment for stock by the Customer pursuant to clause 10.3, No Demand for that stock is received in the subsequent six month period, PWFm Limited may, without liability to the Customer and at the Customer's expense, dispose of the remainder of that stock.

11. OWNERSHIP

11.1 Ownership of the Products shall not pass to the Customer until PWFm Limited has received in full (in cash or cleared funds) all sums due to it in respect of the Products and Services and all other sums which are or which become due to PWFm Limited from the Customer on any account.

11.2 Until ownership of the Products passes to the Customer, the Customer must:

11.2.1 hold the Products on a fiduciary basis as PWFm Limited's bailee;

11.2.2 store the Products (at no extra cost to PWFm Limited) separately from all other products of the Customer or any third party in such a way that they remain readily identifiable as PWFm Limited's property;

11.2.3 not destroy, deface or obscure any identifying mark or packaging on or relating to the Products; and

11.2.4 maintain the Products in satisfactory condition insured on PWFm Limited's behalf for their full price against all risks to the reasonable satisfaction of PWFm Limited. On request the Customer shall produce the policy of insurance to PWFm Limited.

11.3 The Customer may resell the Products before ownership has passed to it solely on the following conditions:

11.3.1 any sale shall be effected in the ordinary course of the Customer's business at full market value and the Customer shall account to PWFm Limited accordingly; and

11.3.2 any such sale shall be a sale of PWFm Limited's property on the Customer's own behalf and the Customer shall deal as principal when making such a sale.

11.4 The Customer's rights to possession of the Products shall terminate immediately if any of the circumstances set out in clause 18.1 occur.

11.5 PWFm Limited shall be entitled to recover payment for the Products notwithstanding that ownership of any of the Products has not passed from PWFm Limited.

11.6 The Customer grants PWFm Limited, its agents and employees an irrevocable licence at any time to enter any premises where the Products are or may be stored in order to inspect them, or, where the Customer's right to possession has terminated, to recover them.

11.7 On termination of the Contract, howsoever caused, PWFm Limited's rights contained in this clause 11 shall remain in effect.

12. CUSTOMER'S PROPERTY

12.1 PWFm Limited will take reasonable care of any property of the Customer left with it for the purpose of the Contract (including any obsolete stock purchased by the Customer

pursuant to clause 10) save that all property supplied to PWFMM Limited by or on behalf of the Customer will remain at the risk of the Customer.

12.2 PWFMM Limited reserves the right to make a reasonable charge for storage of any property of the Customer left with it, including excess Products and Supplied Items. If the Customer does not wish to pay for such storage PWFMM Limited may, without liability to the Customer and at the Customer's cost, destroy the excess Products and/or Supplied Items after giving the Customer not less than four weeks' notice of the charge for storage.

13. PRICES

13.1 Quotations for Products and/or Services are made subject to the suitability and availability of drawings, proofs, Data or other instructions to be provided by the Customer to PWFMM Limited and of any Supplied Items (whether charged to PWFMM Limited or not) and of any materials to be supplied by PWFMM Limited which are specially requested by the Customer and which are not normally used by PWFMM Limited in the course of its business.

13.2 All quotations are made on the basis of the use of industry processed colours. If the Customer wishes to use other colours, PWFMM Limited may make an additional charge.

13.3 Unless otherwise agreed In Writing the price payable by the Customer shall be the price set out in PWFMM Limited's quotation and is exclusive of:

13.3.1 any export or import tax and/or duties; and

13.3.2 any value added tax or other applicable sales tax or duty which will be added to the sum in question.

13.4 Prices may be altered by PWFMM Limited without notice to the Customer (although PWFMM Limited will endeavour to give reasonable notice to the Customer verbally or In Writing) to reflect increases in the cost of manufacture or distribution of the Products or increases in the cost of providing the Services which are due to:

13.4.1 any factor beyond the reasonable control of PWFMM Limited; this includes foreign exchange fluctuation, currency regulation, alteration of duties, charges and taxes, increases in the cost of labour, materials, other manufacturing costs, service costs and transport costs; or

13.4.2 any change in delivery dates, quantities or specifications for the Products or Services requested by the Customer; or

13.4.3 any delay in PWFMM Limited receiving Supplied Items or receiving Supplied Items of inferior quality which require replacing; or

13.4.4 any delay caused by any instructions of the Customer or failure of the Customer to give PWFMM Limited adequate information or instructions. Any dispute as to the amount of any increase in price shall be governed by the dispute resolution procedure in clause 21.

13.5 If the Customer requires delivery of the Products or provision of the Services to be expedited or notifies PWFMM Limited of any special requirements regarding delivery of the Products or provision of the Services, PWFMM Limited may charge the Customer an additional sum to cover additional costs incurred including overtime payable to its employees or sub-contractors.

14. PAYMENT

14.1 Unless otherwise agreed In Writing or stated on PWFMM Limited's quotation, invoices are due for payment by the Customer no later than 30 days from the date of invoice unless otherwise agreed.

14.2 Time for payment shall be of the essence.

14.3 PWFMM Limited reserves the right at any time before proceeding or proceeding further with a Contract to demand full or partial payment of monies due and payable under the Contract and under any other contract between PWFMM Limited and the Customer.

14.4 Payments shall be made in pounds sterling and into such bank account as PWFMM Limited shall nominate.

14.5 Payment will not be deemed to have been received until PWFMM Limited has received cleared funds.

14.6 All payments payable to PWFMM Limited under the Contract shall become due immediately upon termination of the Contract despite any other provision.

14.7 The Customer shall make all payments due under the Contract without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Customer has a valid court order requiring an amount equal to such deduction to be paid by PWFMM Limited to the Customer.

14.8 If the production or delivery of the Products or the provision of the Service is suspended at the request of the Customer or delayed due to the default of the Customer, PWFMM Limited may charge the Customer for the work carried out to such time, any materials ordered for the Customer and any other additional costs incurred as a result of such suspension or delay, and such charge shall be payable immediately by the Customer.

14.9 If the Customer defaults in any payment then, without prejudice and in addition to PWFMM Limited's other rights under the Contract then PWFMM Limited may suspend work, delay or withhold delivery or cancel the Contract or suspend work, delay or withhold delivery under or cancel any other contract between PWFMM Limited and the Customer and retain any progress payments or payments on account already received under the Contract or under any other contract between PWFMM Limited and the Customer.

14.10 If the Customer fails to make any payment under the Contract on the due date then (without prejudice to its other rights and remedies) PWFMM Limited may charge the Customer interest (both before and after judgment) on the amount unpaid at the annual rate of 4% above HSBC Bank plc's base rate from time to time, accruing on a daily basis, until payment is made in full.

14.11 PWFMM Limited shall have a lien on all undelivered Supplied Items or other goods being the subject of the Contract for all monies due from the Customer to PWFMM Limited under any contract between them.

14.12 The Customer shall indemnify and keep indemnified PWFMM Limited from and against any costs (including legal costs on an indemnity basis), expenses and other liabilities which PWFMM Limited may reasonably incur either before or after the commencement of any action, in connection with any legal proceedings PWFMM Limited may bring in respect of a breach by the Customer of any of its obligations under the Contract or warranties given by the Customer under the Contract including proceedings for the collection of any sums due from the Customer pursuant to the Contract together with the enforcement of any settlement or judgment obtained in respect thereof.

15. WARRANTIES

15.1 PWFm Limited may in its absolute discretion refuse to produce or deliver any Products or Services which in its opinion may or do contravene the Customer's warranties given in clause 15.1.

15.2 The Customer warrants that:

15.2.1 any instructions given by the Customer or any specification or other materials (including the Supplied Items and Data) provided by the Customer to PWFm Limited for the purpose of PWFm Limited carrying out its obligations under the Contract shall not:

15.2.1.1 be defamatory, offensive, abusive, discriminatory, obscene, threatening, promote unlawful violence, facilitate illegal activity or otherwise be unlawful, immoral or tortious; or

15.2.1.2 infringe the rights (including Intellectual Property Rights, human rights and moral rights) of any third party;

15.2.2 the Customer is entitled to transfer the Data to PWFm Limited or its named subprocessor and such transfer of the Data and the processing of the Data by PWFm Limited (and its Permitted Sub-processors) in accordance with the terms of the Contract shall comply with the Data Protection Legislation and any other relevant legislation, legal instrument or guidance;

15.2.3 all Data provided by the Customer or transmitted to PWFm Limited or its named subprocessor is and will be free from Viruses.

15.3 Notwithstanding clause 15.2, the Customer shall indemnify and keep indemnified PWFm Limited against all actions, costs (including reasonable legal fees), loss, damage, claims, proceedings, demands, fines or other liabilities in each case whether arising directly or indirectly in respect of any breach or alleged breach of the Customer's warranties given in clauses 6.5, 6.7, 15.1 and 17.2.

15.4 PWFm Limited warrants that the Services will be provided with reasonable care and skill.

15.5 PWFm Limited warrants that (subject to the other provisions of these Conditions) upon delivery and for a reasonable period of time from the date of delivery the Products will be of satisfactory quality within the meaning of the Sale of Goods Act 1979. Unless otherwise expressly agreed In Writing between the Parties, PWFm Limited will have sole discretion to determine what constitutes a reasonable period of time for the purposes of this clause 15 taking certain factors into account (including the Customer's storage procedures).

15.6 PWFm Limited does not warrant that any Multimedia Services or secure web portal will meet the Customer's requirements, or that the operation of any Multimedia Services or secure web portal will be uninterrupted or error free.

15.7 PWFm Limited shall not be liable for any defects in the Products or in the performance of the Services, or for breach of the warranties in clauses 15.4 and 15.5 if:

15.7.1 the defect arises because the Customer failed to follow PWFm Limited's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Products or (if there are none) good trade practice; or

15.7.2 the Customer alters or repairs such Products without the written consent of PWFm Limited; and/or

15.7.3 the defect in such Products arises from any design defect in any drawing, design or specification supplied or approved by the Customer or from the Customer failing to amend the proofs correctly prior to Sign Off or the defect was present in the print ready file at the time the Customer sent the file to PWFm Limited.

15.8 PWFm Limited shall not be liable for a breach of any of the warranties in clauses 15.4 and 15.5 unless the Customer gives notice In Writing of such alleged breach within two Working Days of delivery into customer site or PWFm Limited stock.

15.8.1 the date of the provision of the Services or date of delivery of the Products (where the defect would be apparent to the Customer upon a reasonable inspection); or

15.8.2 (in the case of non-delivery of the Products or non-provision of the Services) the date when the Products would in the ordinary course of events have been received or when the Services would have been performed; or

15.8.3 the date when the Customer knew or ought reasonably to have known of the defect (where the defect would not be apparent to the Customer upon a reasonable inspection).

15.9 Subject to clauses 15.7 and 15.8, if any of the Products or Services do not conform with any of the warranties in clauses 15.4 and 15.5 PWFm Limited shall at its option repair or replace such Products (or the defective part) or re-perform the Services (or the defective part) or refund the price of such Products or Services at the pro rata Contract rate provided that, if PWFm Limited so requests, the Customer shall return the Products or the part of such Products which is defective to PWFm Limited.

15.10 If PWFm Limited produces a Product or performs a Service which, in PWFm Limited's reasonable opinion, is fit for its purpose, albeit not exactly conforming to the Customer's specification, the Customer shall not be entitled to reject the Product or Service immediately, but shall enter into good faith negotiations with PWFm Limited to agree a suitable credit note or reduction in price.

15.11 If PWFm Limited complies with clauses 15.9 and/or 15.10 it shall have no further liability for a breach of any of the warranties in clauses 15.4 and 15.5 in respect of such Products or Services.

15.12 Any Products rejected by the Customer or by PWFm Limited because they do not comply with the warranties in clauses 15.4 and 15.5 shall remain the property of PWFm Limited who may dispose of the same in any way in which it thinks fit.

16. LIMITATION OF LIABILITY

16.1 PWFm Limited does not exclude its liability (if any) to the Customer:

16.1.1 for breach of PWFm Limited's obligations arising under section 12 Sale of Goods Act 1979 or section 2 Supply of Goods and Services Act 1982;

16.1.2 for personal injury or death resulting from PWFm Limited's negligence or the negligence of its employees;

16.1.3 for defective products under the Consumer Protection Act 1987;

16.1.4 for fraud or fraudulent misrepresentation; or

16.1.5 for any matter which it would be unlawful for PWFMM Limited to exclude or restrict liability.

16.2 Except as provided in clauses 15.9 and 16.1, PWFMM Limited will be under no liability to the Customer whatsoever (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for any direct, indirect or consequential loss (all three of which terms include pure economic loss, loss of profits, loss of business, depletion of goodwill and like loss) howsoever caused arising out of or in connection with:

16.2.1 any of the Products or Services, or the manufacture or sale or supply, or failure or delay in supply, of the Products or Services by PWFMM Limited or on the part of PWFMM Limited's employees, agents or sub-contractors;

16.2.2 any breach by PWFMM Limited of any of the express or implied terms of the Contract;

16.2.3 any use made or resale by the Customer of any of the Products, or of any product incorporating any of the Products; or

16.2.4 any statement made or not made, or advice given or not given, by or on behalf of PWFMM Limited or otherwise under the Contract.

The Customer's attention is in particular drawn to the provisions of clauses 16.3 and 16.4.

16.3 Except as set out in clauses 15.9 and 16.1 PWFMM Limited hereby excludes to the fullest extent permissible in law, all conditions, warranties and stipulations, express (other than those set out in the Contract) or implied, statutory, customary or otherwise which, but for such exclusion, would or might subsist in favour of the Customer.

16.4 Subject to clause 16.1 PWFMM Limited's aggregate liability under the Contract (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for direct, indirect or consequential loss (all three of which terms include pure economic loss, loss of profits, loss of business, depletion of goodwill and like loss) howsoever caused will be limited to the price payable under the Contract or if delivery is by instalments or performance is in stages, that part of the Contract to which the delivery or performance relates.

16.5 The Customer shall indemnify PWFMM Limited against all liability, actions, proceedings, costs, claims, damages or demands in any way connected with the Contract brought or threatened to be brought against PWFMM Limited by any third party except to the extent PWFMM Limited is liable to the Customer in accordance with these Conditions.

17. INTELLECTUAL PROPERTY RIGHTS

17.1 The Customer shall grant to PWFMM Limited a non-exclusive licence to use the Customer's Intellectual Property Rights in any film screens, drawings, artwork, designs, business forms or other materials provided to PWFMM Limited by the Customer or Supplied Items (the "Customer's Materials") for the purposes of PWFMM Limited carrying out its obligations under the Contract.

17.2 The Customer warrants that it owns the Intellectual Property Rights in the Customer's Materials and that PWFMM Limited's use of the Customer Materials will not infringe any third party Intellectual Property Rights.

17.3 Any film screens, drawings, artwork, designs, business forms or other materials in electronic or physical format created by PWFMM Limited ("Supplier Materials") in the production of the Products or provision of the Services and all Intellectual Property Rights

therein are and shall remain the exclusive property of PWFMM Limited, unless provided by the Customer or otherwise agreed In Writing by PWFMM Limited.

17.4 In the event that any Supplier Materials are created as a result of a proposal by PWFMM Limited to the Customer that is not accepted or a commission from the Customer that is subsequently cancelled, then the Customer shall have no licence to use any Intellectual Property Rights in any such Supplier Material and the Customer shall promptly return all such material to PWFMM Limited.

17.5 As between PWFMM Limited and the Customer, PWFMM Limited shall own and retain all Intellectual Property Rights in any Software written or developed by it and the Customer shall obtain no rights in this by virtue of the Contract. As between PWFMM Limited and the Customer, the Customer shall own and retain all Intellectual Property Rights and any other rights in any Data provided or transmitted to PWFMM Limited by the Customer (or on its behalf).

17.6 PWFMM Limited shall grant to the Customer a non-exclusive licence to use PWFMM Limited's Intellectual Property Rights in the Products and Services and the Software only for the sole express purpose for which the Products and Services were supplied, and the Customer shall have no licence for any other use without the express consent In Writing of PWFMM Limited.

17.7 PWFMM Limited may reproduce any design of the Customer in its own publicity material including brochures, catalogues, advertising material and PWFMM Limited's website, provided it has the Customer's consent.

18. TERMINATION

18.1 PWFMM Limited may by Written Notice served on the Customer immediately terminate the Contract if the Customer:

18.1.1 is in material breach of any of the terms of the Contract and, where the breach is capable of remedy, the Customer fails to remedy such breach within the number of days specified in any Written Notice from PWFMM Limited, specifying the breach and requiring it to be remedied. Failure to pay any sums due in accordance with clause 14.1 is a material breach of the terms of the Contract which is not capable of remedy; or

18.1.2 becomes bankrupt, insolvent, has a receiver, manager or administrative receiver appointed, makes any composition with its creditors or has a deputy appointed under the Mental Capacity Act 2005; or

18.1.3 has any distraint, execution, or other process levied or enforced on any of its property; or

18.1.4 ceases or threatens to cease to trade; or

18.1.5 has a change in its management and/or control as defined by section 450 Corporation Tax Act 2010; or

18.1.6 any equivalent event occurs to the Customer in another jurisdiction; or

18.1.7 if PWFMM Limited reasonably anticipates that one of the above set of circumstances is about to occur.

18.2 The termination of the Contract howsoever arising is without prejudice to the rights, duties and liabilities of either the Customer or PWFMM Limited accrued prior to termination.

The conditions which expressly or impliedly have effect after termination shall continue to be enforceable notwithstanding termination.

18.3 In its absolute discretion and without prejudice to any other rights and remedies, PWFM Limited may suspend any deliveries following service of a Written Notice under clause 18.1.1, until either the breach is remedied or the Contract terminates, whichever occurs first.

19. FORCE MAJEURE

19.1 Subject to clause 19.2, PWFM Limited shall not be deemed to be in breach of the Contract or otherwise liable to the Customer in any manner whatsoever for any failure or delay in performing its obligations under the Contract due to Force Majeure.

19.2 PWFM Limited reserves the right to defer the date of delivery or to cancel the Contract or reduce the volume of the Products and/or Services ordered by the Customer (without liability to the Customer) if it is prevented from or delayed in the carrying on of its business due to Force Majeure.

19.3 Subject to clause 19.4, if the Force Majeure in question continues for a continuous period in excess of 30 days, the Customer shall be entitled to give Written Notice to PWFM Limited to terminate the Contract. The notice to terminate must specify the termination date, which must not be less than 15 days after the date on which the notice is given, and once such notice has been validly given, the Contract will terminate on that termination date.

19.4 The Customer agrees that it shall give PWFM Limited a reasonable opportunity to put forward alternative proposals for continuing the performance of the Contract in the event of Force Majeure and the Customer shall not unreasonably withhold its consent to PWFM Limited's proposals.

19.5 If PWFM Limited's performance of its obligations under the Contract is affected by Force Majeure PWFM Limited shall not be required to obtain elsewhere in the market goods or services with which to replace or permit it to produce the Products or perform the Services, the production, delivery or performance of which has been postponed or cancelled as a result of Force Majeure. In the event of cancellation, PWFM Limited shall be paid pro rata for work done to the date of cancellation.

20. CONFIDENTIALITY

20.1 The Parties shall keep confidential any and all Confidential Information that they may acquire about each other pursuant to the Contract. Confidentiality agreements are to be complied with by the Customer during visits to PWFM Limited sites.

20.2 The Parties shall not use the Confidential Information for any purpose other than to perform their obligations under the Contract. Each Party shall ensure that its officers, employees, agents and sub-contractors comply with the provisions of this clause 20.

20.3 The obligations on the Parties set out in clause 20.1 shall not apply to any information which:

20.3.1 is publicly available or becomes publicly available through no act or omission of the Parties;

20.3.2 is in the possession of the receiving Party without restriction in relation to disclosure before the date of receipt from the disclosing Party;

20.3.3 is received from another person who (the disclosing Party can prove through written documentation) lawfully acquired it and who is under no obligation restricting its disclosure; or

20.3.4 the Parties are required to disclose by order of a Court of competent jurisdiction or a competent regulatory authority.

20.4 The provisions of this clause 20 shall continue to apply after expiry or termination of this Contract

21. DISPUTE RESOLUTION

21.1 This clause 21 will not prevent either Party from:

21.1.1 seeking injunctive relief in the case of any breach or threatened breach by the other;

21.1.2 commencing any proceedings where this is reasonably necessary to avoid any loss of a claim due to the rules on limitation of actions; or

21.1.3 commencing proceedings in the case of non-payment of an undisputed invoice.

21.2 If any dispute arises out of the Contract ("a Dispute") the Parties will attempt to resolve it by negotiating in good faith. Subject to clause 21.1 the procedures set out in the rest of this clause 21 will be followed prior to the issue of any proceedings or in relation to any Dispute concerning matters of procedure and management.

21.3 Any Dispute which the Parties fail to resolve within five Working Days of its first notification by one Party to the other will be referred to the Parties' respective contract managers for resolution.

21.4 If the relevant Dispute remains unresolved within 15 Working Days of its referral to the Parties' respective contract managers the Dispute will be referred to PWFm Limited's sales manager and the Customer's equivalent manager for resolution.

21.5 If the relevant Dispute remains unresolved within 15 Working Days of its referral to PWFm Limited's sales manager and the Customer's equivalent manager the Dispute will be referred to a director of PWFm Limited and a director (or equivalent senior manager) of the Customer for resolution.

21.6 If the relevant Dispute remains unresolved within 15 Working Days of its referral to a director of PWFm Limited and director (or equivalent senior manager) of the Customer then either Party is free to pursue the rights granted to it under the Contract through the courts.

22. NOTICES

22.1 All notices between the Parties must, be by Written Notice and delivered by hand, email or sent by first class post:

22.1.1 in the case of notices to PWFm Limited, to its registered office or such address as shall be notified to the Customer by PWFm Limited from time to time; or

22.1.2 in the case of notices to the Customer, to the registered office of the Customer (if it is a company) or (in any other case) to any address of the Customer set out in any document which forms part of the Contract or such other address as shall be notified to PWFm Limited by the Customer from time to time.

22.2 Notices shall be deemed to have been duly served:

22.2.1 if sent by email or delivered by first class post two Working Days after being posted; and

22.2.2 if delivered by hand, at the time of delivery;

22.3 Notices addressed to PWFMLimited shall be marked for the attention of the Managing Director.

23. GENERAL

23.1 Each right or remedy of PWFMLimited under the Contract is without prejudice to any other right or remedy of PWFMLimited whether under the Contract or not.

23.2 PWFMLimited may (subject to clause 6.6) assign, license or sub-contract all or any part of its rights or obligations under the Contract without the Customer's consent.

23.3 The Customer shall not be entitled to assign the Contract or any part of it without the prior consent of PWFMLimited In Writing.

23.4 Neither PWFMLimited nor the Customer shall during the term of the Contract and for 12 months following its termination either directly or indirectly solicit or entice away (or seek to attempt to solicit or entice away) from the employment of the other Party any person employed by such other Party's group (in the case of PWFMLimited) in the provision of the Products and Services to the Customer or (in the case of the Customer) in the receipt and/or administration of the Products and Services from PWFMLimited without the other Party's prior agreement In Writing providing that nothing in this clause 23.4 shall prohibit a Party from engaging a person who replies to a general advert and who is not otherwise solicited or enticed.

23.5 No failure or delay by PWFMLimited to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.

23.6 If any condition or part of the Contract is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision will, to the extent required, be severed from the Contract and will be ineffective without, as far as is possible, modifying any other provision or part of the Contract and this will not affect any other provisions of the Contract which will remain in full force and effect.

23.7 Save as expressly stated otherwise in these Conditions the Parties to this Contract do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a Party to it.

23.8 The Contract contains all the terms which PWFMLimited and the Customer have agreed in relation to the Products and/or Services and supersedes any prior written or oral agreements, representations or understandings between the Parties relating to such Products and/or Services. The Customer acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of PWFMLimited which is not set out in the Contract. Nothing in this clause 23.8 will exclude any liability which one Party would otherwise have to the other Party in respect of any statements made fraudulently.

23.9 The Customer engages PWFM Limited as an independent contractor. Nothing in this Agreement shall create a partnership, joint venture or the relationship of principal and agent or employer and employee.

23.10 This Contract shall be governed by and construed in accordance with English law and each Party agrees to submit to the exclusive jurisdiction of the English Courts.