



PRINT EXPERTS

Print

Mailing

Point of Sale

Eco-print

Catrin Hollings  
Viamed Ltd  
15 Station Road  
Cross Hills  
Keighley  
Yorkshire  
BD20 7DT

## Estimate

**Estimate No:** 00031365

**Date:** 07/06/2023

Catrin ,  
Re: A4 Leaflets

<b>Item Title</b>	VersaStream LLM 4pp	
<b>Artwork</b>	From hi res PDF supplied, supply digital proofs	
<b>Size</b>	A4 4pp	
<b>Colours</b>	Printed full colour both sides	
<b>Material</b>	250gsm uncoated	
<b>Finishing</b>	Trim and fold to A4	
<b>Packing</b>	Boxed suitably	
<b>Delivery</b>	To the above address	
<b>Payment Status</b>		
<b>Quantity:</b>	250	500
<b>Price (ex VAT)</b>	£149.00	£245.00

<b>Item Title</b>	VersaStream Viamed 4pp	
<b>Artwork</b>	From hi res PDF supplied, supply digital proofs	
<b>Size</b>	A4 4pp	
<b>Colours</b>	Printed full colour both sides	
<b>Material</b>	250gsm uncoated	
<b>Finishing</b>	Trim and fold to A4	
<b>Packing</b>	Boxed suitably	
<b>Delivery</b>	To the above address	
<b>Payment Status</b>		
<b>Quantity:</b>	250	500
<b>Price (ex VAT)</b>	£149.00	£245.00

<b>Item Title</b>	VersaStream Oridion 4pp	
<b>Artwork</b>	From hi res PDF supplied, supply digital proofs	
<b>Size</b>	A4 4pp	
<b>Colours</b>	Printed full colour both sides	
<b>Material</b>	250gsm uncoated	
<b>Finishing</b>	Trim and fold to A4	
<b>Packing</b>	Boxed suitably	
<b>Delivery</b>	To the above address	

**Payment Status**

<b>Quantity:</b>	250	500
<b>Price (ex VAT)</b>	£149.00	£245.00

<b>Item Title</b>	Temperature Probe leaflets	
<b>Artwork</b>	From hi res PDF supplied, supply digital proofs	
<b>Size</b>	A4 2pp	
<b>Colours</b>	Printed full colour both sides	
<b>Material</b>	250gsm uncoated	
<b>Finishing</b>	Trimmed to size	
<b>Packing</b>		
<b>Delivery</b>	To the above address	

**Payment Status**

<b>Quantity:</b>	250	500
<b>Price (ex VAT)</b>	£59.00	£109.00

<b>Item Title</b>	Next Day Delivery
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<b>Quantity:</b>	1
<b>Price (ex VAT)</b>	£15.00

Yours sincerely,

Nigel Picketts

**Head Office:** 19 Hurlbutt Road, Heathcote Industrial Estate, Warwick, CV34 6TD.  
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VAT No: 935 6527 01. Company Reg. No: 06539783. Registered address: 13 The Courtyard, Timothy's Bridge Road, Stratford-upon-Avon, CV37 9NP.  
 All legal obligations and the contract referred to herein and entered into by Inspired Touch Ltd trading as Think Design and Print.

# terms and conditions

## CONDITIONS OF TRADING

### Important Notice

We believe that our standing is built upon a reputation for providing a service to the highest competitive standards, even the best of enterprises must take account of the possibility however remote, of error, omission or wrongdoing. We therefore draw your attention to the following standard conditions (and in particular Conditions 10, 20, 21, 22, 23 and 26 thereof) which contain provisions defining and limiting our liability in respect of any potential default. Copying, whether of words, images, printed music or other material is likely to comprise a breach of copyright unless it is authorised. Customers should not request copying services unless they are sure that they comply with the warranty contained in Condition 27.

### 1. Definitions

In these Conditions:-

"the Supplier"

means the person or legal entity specified on the front of these terms and conditions.

"the Commissioned Work"

means the physical design work, copying, printing, scanning, archiving or other work howsoever described including where the context so admits, each edition of a periodical publication ordered by the Customer from the Supplier;

"the Customer"

means the person, firm, company or organisation who orders the Commissioned Work pursuant to these Conditions;

"the Customer's Materials"

means all materials delivered to the Supplier by or on behalf of the Customer;

"Intellectual Property Rights"

means any copyright, design right, registered design, trade mark whether registered or not, right of confidentiality or any other similar right whether arising in the United Kingdom or elsewhere in the world.

"Origination Items"

as defined in Condition 21(b)

### 2. Application

The Supplier and the Customer shall contract subject to these Conditions which shall govern their relationship to the exclusion of any other terms and conditions contained or referred to in the Customer's order or in correspondence or elsewhere or implied by trade custom, practice or course of dealing and any purported provisions to the contrary are hereby excluded. No variation of these Conditions shall be binding upon the Supplier unless made in writing and signed by a duly authorised representative of the Supplier.

### 3. Prices

(a) Unless expressly stated to the contrary all costs and fees are exclusive of any applicable value added or any other sales tax and any applicable delivery charges, for which the Customer shall be additionally liable.

(b) The Supplier reserves the right to increase any part of the costs or fees payable:-

(i) in respect of design work where the Customer's requirements are not clear, necessitating the production of additional proofs;

(ii) where poor quality artwork is provided by the Customer necessitating the use of metal plates;

(iii) where the Commissioned Work is ordered more than ten working days prior to delivery, to reflect any increase in the cost to the Supplier such as, without limitation, increases in the costs of labour, materials or other costs;

(iv) any change in delivery dates, quantities or specifications requested by the Customer;

(v) any delay caused by any instructions of the Customer changes to the Order, failure of the Customer to give the Supplier adequate information or failure of the Customer to supply clear or legible copy;

(vi) failure or delay of the Customer to take delivery instructions.

The Supplier shall seek to notify the Customer of the amount of any increase as soon as reasonably practicable. The Customer shall have the right to cancel the order if the reason for the price increase is as set out in paragraph (i) above and the price has increased by more than 10% provided notice of cancellation is given by the Customer as soon as reasonably practicable on receiving notification of such increase but the Customer shall pay the Supplier on a pro rata basis calculated from the costs and fees originally agreed for any part of the Commissioned Work which had been completed at the time of cancellation of the order. If the reason for the increase is as set out in paragraphs (ii) to (vi) above the Customer may cancel if the price increase is more than 20% and in such circumstances the pro rata costs payable by the Customer shall be calculated on the increased costs.

(c) Without prejudice to the above, the Supplier will not be bound by any estimate or quotation given until it has received complete instructions and has accepted the Order.

(d) Unless otherwise agreed in writing by the Supplier, payment of the Supplier's invoices shall be made at the time of delivery of the Commissioned Work.

(e) Customers may apply to become credit account Customers which application may be accepted at the Supplier's sole discretion. Credit account Customers shall pay the Supplier within 30 days of the date of the Supplier's invoice.

(f) If the Customer fails to make payment on the due date, the Supplier shall be entitled to charge the Customer interest under the Late Payment of Commercial Debt Act 1998 as amended.

(g) The Supplier may require the Customer to pay a deposit at the time the order is placed. Furthermore, if in the opinion of the Supplier, the creditworthiness of the Customer shall

have deteriorated prior to delivery, the Supplier may require full or partial payment of the price prior to delivery.

### 4. Preliminary Work

The Supplier shall charge and the Customer shall pay the Supplier for all preliminary work carried out, whether experimental or otherwise, at the Customer's request. In the event that the Supplier accepts early termination by the Customer of any preliminary work, the Customer shall pay the Supplier for the preliminary work, if any, carried out prior to such termination on a pro rata basis.

### 5. Proofs

It shall be the responsibility of the Customer to inspect all proofs submitted for approval and the Supplier shall not be liable to the Customer for any errors not corrected by the Customer in proofs so submitted. The Customer's alterations, except typographical or other errors made by the Supplier, and any additional proofs necessitated thereby shall be charged extra to the Customer.

### 6. Full Colour Printing

(a) Due to the nature of the processes involved, the Supplier does not guarantee that the Commissioned Work will match the Customer's Materials in colour, saturation or texture.

(b) Customers who require colour reproduction to a specific standard must state this requirement in writing in their order and request a set of wet proofs for each item to be printed. An additional charge shall be made to the Customer for this service which shall be agreed with the Customer prior to commencement of the Commissioned Work.

(c) The Customer shall be responsible for ensuring that the Customer's Materials supplied are suitable for full colour printing and the Customer's attention is brought to Condition 20(b) in this respect.

### 7. Variations in Quantity

The Supplier shall endeavour to deliver the correct quantity of the Commissioned Work but orders for the Commissioned Work are accepted on the condition that the Customer accepts a margin of 5% (or 10% for colour copies) for over supply or shortfalls in quantity.

### 8. Delivery

Delivery of the Commissioned Work shall be made by the Customer collecting the Commissioned Work at the Supplier's premises at any time after the Supplier has notified the Customer that the Commissioned Work is ready for collection or, if some other place for delivery is agreed by the Supplier, by the Supplier delivering the Commissioned Work to that place.

9. Delivery and insurance is free within 5 miles, if the place of delivery is outside 5 miles, the Supplier shall charge for such delivery and insurance at the rates ruling at the date of delivery.

10. The Supplier shall endeavour to fulfil all orders which may from time to time be placed with it by the Customer and shall endeavour to comply with delivery dates quoted but the time for delivery shall not be of the essence. THE SUPPLIER SHALL NOT BE LIABLE FOR ANY LOSS DIRECTLY OR INDIRECTLY ATTRIBUTABLE TO ANY DELAY BEYOND THE STATED DELIVERY DATE. UNLESS SUCH DELAY HAS BEEN CAUSED BY THE SUPPLIER'S FAILURE TO USE ITS ENDEAVOURS TO COMPLY WITH DELIVERY DATES.

11. Where the order is to be delivered in instalments the Supplier shall constitute a separate contract and failure by the Supplier to deliver any one or more of the instalments in accordance with these Conditions or any claim by the Customer in respect of any one or more of the instalments shall not entitle the Customer to treat the order as a whole as repudiated or cancelled.

### 12. Risk & Title

The risk in the Commissioned Work shall pass to the Customer on delivery and the Customer should therefore be insured accordingly.

13. Notwithstanding delivery and passing of risk, the legal property in and beneficial ownership of the Commissioned Work shall remain with the Supplier until the Customer has paid all money owed by it to the Supplier.

14. The Supplier may for the purpose of checking if these Conditions are being complied with or recovering the Commissioned Work enter upon any premises where it is stored or where the Supplier reasonably believes it to be stored.

15. Until payment is made the Customer shall possess the Commissioned Work as fiduciary agent and bailee only and shall store each item of the Commissioned Work securely and separately from the Customer's own goods or those of any other person or previously Commissioned Work and in a manner which makes them readily identifiable by reference to the Supplier's invoices.

16. The Customer's right to possession of the Commissioned Work shall cease if any of the events described in Condition 27 occurs.

17. The Customer grants the Supplier an irrevocable licence to enter at any time any vehicle or premises owned or occupied by the Customer or in its possession for the purpose of repossessing and removing any of the Commissioned Work the property in which has remained in the Supplier under Condition 13. The Supplier shall not be responsible for and the Customer will indemnify the Supplier against liability in respect of damage caused to such vehicles or premises in such repossession and removal being damage it was not reasonably practicable to avoid.

18. Conditions 12, 13, 14, 15, 16 and 17 are without prejudice to the Supplier's rights and remedies if the Customer fails to make payment on the due date or is otherwise in breach of the terms of these Conditions.

### 19. Standing Material

All materials used by the Supplier in fulfilling an Order belong to the Supplier absolutely subject to Condition 21 below regarding origination items.

### 20. Customer's Materials

(a) Whilst the Supplier shall endeavour to preserve the Customer's Materials in good order (subject to such wear and tear as may be incurred in the course of printing or carrying out the design work), they remain at the Customer's risk and liability for damage to, destruction or loss of such materials is excluded save where such damage, destruction or loss is caused by the Supplier's negligence. The Customer shall supply adequate quantities of such materials to cover spoilage.

(b) Whilst the Supplier shall endeavour to maintain its usual quality standards where the Customer's Materials are used, the Supplier shall not be liable for imperfect work caused by defects in or unsuitability of the Customer's Materials and the Customer shall not be entitled to reject such work for such reason.

(c) The Supplier shall have a lien over the Customer's Materials against payment of all costs or fees due to it by the Customer from time to time and shall be entitled (if any payment is not made on the due date) to dispose of the Customer's Materials for such sums (if any) as the Supplier may in its discretion think appropriate towards settlement of the amount due.

### 21. Design Work

(a) Subject as provided in this Condition, ALL DESIGN WORK ORIGINATED BY THE SUPPLIER SHALL, AS TO ITS MATERIAL ELEMENTS AND AS TO THE COPYRIGHT OR DESIGN RIGHT IN RELATION TO IT, BELONG TO THE SUPPLIER, and the Customer shall not have any right to reproduce or authorise any other person to reproduce any such design work in whole or in part or to do any act which would, in the absence of authorisation by the Supplier, infringe any copyright or design right which may subsist in relation to any such design work.

(b) In the course of the design work the Supplier may originate physical material (including without limitation artwork, photographic negatives, transparencies and printing plates, together with all other intermediate material including film work, stereotypes, proofs and progressives). This is referred to in these Conditions as "Origination Items". Subject as provided in this Condition all Origination Items belong to the Supplier absolutely.

(c) On payment by the Customer of all sums due to the Supplier, the Supplier will:

(i) return to the Customer the Customer's Materials;

(ii) deliver and transfer to the Customer the Origination Items; and

(iii) at the Customer's request assign to the Customer the Supplier's copyright and design right in relation to the design work subject to payment by the Customer of all additional expenses relating to such assignment.

### 22. Scanning and Archiving

The Customer having been advised to retain hard copies of all documents and seek advice from its appropriate professional advisors prior to the destruction of any original documentation, the Supplier shall not be liable for any loss suffered by the Customer by virtue of any item supplied by the Supplier being inaccurate, containing defects or being erased unless such loss arises by virtue of the Supplier's negligence and/or breach of contract.

### 23. Liability

Subject always to Condition 23 below:-

(a) The Supplier shall not be liable to the Customer in respect of a claim relating to the Commissioned Work unless the Customer shall notify the Supplier in writing of such claim such notice to be received by the Supplier within the following time limits depending upon the nature of the claim:-

Nature of the Claim	Time Limit
Damage, loss or partial loss in transit	within 7 days of delivery
Non-delivery	within 7 days of despatch
Any other claim	within 28 days of delivery

Provided that the above time limits shall not apply where the Customer can show that compliance with the time limits was not possible and that notice of the Customer's claim had been given to the Supplier as soon as reasonably practicable.

(b) Any liability incurred by the Supplier in respect of any of the Commissioned Work supplied pursuant to these Conditions howsoever arising shall be limited at the Customer's option to re-printing the Commissioned Work, refunding the costs or fees paid or replacing or refunding the cost of the Customer's Materials, save that nothing in this Condition shall operate to exclude any liability on the part of the Supplier for personal injury or death.

24. These Conditions do not and will not affect the statutory rights of the Customer as a consumer. No provision in these Conditions which would be void by virtue of Section 6 or Section 20 of the Unfair Contract Terms Act 1977 (as amended) shall apply to any consumer transaction governed by these Conditions.

25. For the purposes of the foregoing the expressions "consumer" and "consumer transaction" shall have the respective meanings given thereto in paragraph 2 of the Consumer Transactions (Restrictions on Statements) Order 1976 (as amended).

### 26. Force Majeure

The Supplier shall not be liable to the Customer or be deemed to be in breach of any order for the Commissioned Work by reason of any delay in performing or failure to perform any of the Supplier's obligations in relation to the order placed by the Customer if the delay or failure was due to any cause beyond the Supplier's reasonable commercial control.

### 27. Customer's Warranty and Indemnity

(a) The Supplier may refuse to print any material which in its opinion contains any defamatory or obscene matter or may infringe any Intellectual Property Rights of any third party.

(b) The Customer warrants to the Supplier that it owns the Customer's Materials and all Intellectual Property Rights in them and that the Customer's Materials do not infringe any Intellectual Property Rights of any third party and would not if used in or in relation to the sale of any Commissioned Work or the provision of any services infringe any Intellectual Property Rights of any third party.

(c) The Customer warrants that it has complied fully with the Data Protection Act 1998 and all other relevant legislation, that it has obtained all necessary consents from data subjects for the use of such data subjects personal data which it requires the Supplier to process.

(d) The Customer shall indemnify the Supplier and keep it indemnified in respect of all costs, claims, liabilities and expenses to which the Supplier may be subject as a result of a breach of clause 27(a) and (b) above. The indemnity shall extend (without limitation) to any amount paid on a lawyer's advice in settlement of any such claim and to the Supplier's legal costs.

### 28. Periodical Publications

Where the Customer places an order with the Supplier for the printing of periodical publications such a contract may only be terminated by one party giving the other party written notice. The minimum period of such notice shall be as follows:-

Nature of Publication Length of Notice

Weekly	1 month
Fortnightly	2 months
Monthly	3 months
Quarterly	6 months

This Condition is without prejudice to the Supplier's right to terminate the contract with immediate effect if the Customer fails to make payment on the due date or is otherwise in breach of the terms of these Conditions.

### 29. Insolvency and Breach

(a) Any Order may be terminated by either party at any time by notice in writing if the other party, being an individual or partnership, has a statutory demand or bankruptcy petition issued against him or any partner or applies to the court for an interim order under the Insolvency Act 1986 or makes a proposal for an individual voluntary arrangement under that legislation or being incorporated:-

- goes into compulsory or members voluntary liquidation or passes a resolution for voluntary winding up or its directors convene a meeting of shareholders for that purpose; or

- has an administrative receiver or receiver appointed over all or any part of its assets or undertaking; or

- is the subject of any judgment or order made against it which is not complied with within seven days or is the subject of any execution, distress, sequestration or other process levied upon or enforced against any of its assets; or

- has any action, step, legal proceedings or other procedure taken in respect of it by its directors, shareholders, bankers, creditors or any person seeking to appoint a liquidator or an administrator or takes any such act or step itself; or

- has proposed in respect of it a company voluntary arrangement pursuant to the Insolvency Act 1986 as amended from time to time; or

- ceases or threatens to cease to carry on business; or

- gives the terminating party reasonable grounds for believing that it (the other party) is unable to meet its debts as they fall due within the meaning of Section 123 of the Insolvency Act 1986 as amended.

(b) If the Customer is in breach of any of its obligations under these Conditions or the Conditions are terminated by the Supplier under (a) above, then the Supplier without prejudice to any of its other rights may immediately suspend the performance of any order placed by the Customer and shall be entitled to charge the Customer, and the Customer shall immediately become liable to pay, for any Commissioned Work already carried out (whether completed or not) including the cost of any materials purchased on behalf of the Customer.

### 30. Severance

In the event of any provision of these Conditions being or becoming legally ineffective or unenforceable either in its entirety or in part this shall be without prejudice to the validity of and shall not invalidate the remaining provisions of these Conditions which shall remain in full force and effect.

### 31. Entire Agreement

These Conditions constitute the entire agreement of the parties as to the subject matter hereof and supersede all previous agreements and understandings (if any) between the parties and all representatives made with respect thereto, unless agreed in writing and signed and dated by both parties as a variation to these Conditions.

(b) The Customer acknowledges that he has not relied on any representation or warranty not contained in these Conditions.

(c) It is expressly provided that nothing in these Terms and Conditions shall exclude any liability of the Supplier for fraudulent misrepresentations.

### 32. Third Party Rights

No person who is not a Customer shall have any rights pursuant to the Contracts (Rights and Third Parties) Act 1999.

### 33. Governing Law

These Conditions shall be governed by English law and the parties hereby submit to the non-exclusive jurisdiction of the English Courts.