

OPENHOUSE PRODUCTS LIMITED

TERMS AND CONDITIONS

The customer's attention is drawn in particular to the provisions of clause 9.

1. INTERPRETATION

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

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 11.6.

Contract: the contract between the Supplier 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 the Supplier.

Force Majeure Event: has the meaning given in clause 10.

Goods: the goods (or any part of them) set out in the Order.

Order: the Customer's order for the Goods, as set out:

- in the Customer's purchase order form;
- in the Customer's written acceptance of the Supplier's quotation;
- in the purchase order summary, if ordered through the Website; 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 the Supplier.

Supplier: OPENHOUSE PRODUCTS LIMITED (registered in England and Wales with company number 02749769) whose registered office is 125 Craven Street, Birkenhead, Merseyside CH41 4BW, United Kingdom.

Website: the Supplier's website at www.openhouseproducts.com.

1.2. **Construction.** In these Conditions, the following rules apply:

- a) A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

- b) A reference to a party includes its personal representatives, successors or permitted assigns.
- c) 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.
- d) 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.
- e) A reference to **writing** or **written** includes faxes and emails.

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 submitted by the Customer are complete and accurate.
- 2.3. The Order shall only be deemed to be accepted when the Supplier 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, representation, assurance or warranty made or given by or on behalf of the Supplier which is not set out in the Contract.
- 2.5. Any samples, drawings, descriptive matter, or advertising produced by the Supplier and any descriptions or illustrations contained in the Supplier's Website, 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 the Supplier shall not constitute an offer. A quotation shall only be valid for a period of 60 Business Days from its date of issue.

3. **GOODS**

- 3.1. The Goods are described in the Website and catalogues as modified by any applicable Specification or the Specification.
- 3.2. To the extent that the Goods are to be manufactured in accordance with a Specification supplied by the Customer, the Customer shall indemnify the Supplier against all liabilities, costs, expenses, damages and losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other professional costs and expenses) suffered or incurred by the Supplier in connection with any claim made against the Supplier for actual or alleged infringement of a third party's intellectual property rights arising out of or in connection with the Supplier's use of the Specification. This clause 3.2 shall survive termination of the Contract.
- 3.3. The Supplier reserves the right to amend the specification of the Goods if required by any applicable statutory or regulatory requirements.

4. **DELIVERY**

- 4.1. The Supplier shall ensure that:
- a) each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all relevant Customer and Supplier 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

- b) if the Supplier requires the Customer to return any packaging materials to the Supplier, that fact is clearly stated on the delivery note. The Customer shall make any such packaging materials available for collection at such times as the Supplier shall reasonably request. Returns of packaging materials shall be at the Supplier's expense.

4.2. The Supplier shall deliver the Goods to the location set out in the Order or such other location as the parties may agree (**Delivery Location**) at any time after the Supplier notifies the Customer that the Goods are ready.

4.3. Where the Customer requires the Supplier to use its couriers, whether arranged by the Customer or the Supplier, the Delivery Location shall be 125 Craven Street, Birkenhead, Merseyside CH41 4BW.

4.4. Delivery of the Goods shall be completed on the Goods' arrival at the Delivery Location.

4.5. Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence. The Supplier 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 the Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.

4.6. If the Supplier fails to deliver the Goods, 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. The Supplier 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 the Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.

4.7. If the Customer fails to accept delivery of the Goods within three Business Days of the Supplier notifying the Customer that the Goods are ready, then, except where such failure or delay is caused by a Force Majeure Event or the Supplier's failure to comply with its obligations under the Contract:

- a) 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 the Supplier notified the Customer that the Goods were ready; and
- b) the Supplier shall store the Goods until delivery takes place, and charge the Customer for all related costs and expenses (including insurance).

4.8. If 10 Business Days after the day on which the Supplier notified the Customer that the Goods were ready for delivery the Customer has not accepted delivery of them, the Supplier 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.

4.9. The Customer shall not be entitled to reject the Goods if the Supplier delivers up to and including 5% more or less than the quantity of Goods ordered, but a pro rata adjustment shall be made to the Order invoice on receipt of notice from the Customer that the wrong quantity of Goods was delivered.

4.10. The Supplier 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.

5. **QUALITY**

5.1. Unless otherwise agreed in writing by the Supplier, the Supplier warrants that on delivery, and for a period of 12 months from the date of delivery (**warranty period**), the Goods shall:

- a) conform in all material respects with their description and any applicable Specification;
- b) be free from material defects in design, material and workmanship; and
- c) be fit for any purpose held out by the Supplier.

5.2. Subject to clause 5.3, if:

- a) the Customer gives notice in writing to the Supplier during the warranty period within a reasonable time of discovery that some or all of the Goods do not comply with the warranty set out in clause 5.1;
- b) the Supplier is given a reasonable opportunity of examining such Goods; and
- c) the Customer (if asked to do so by the Supplier) returns such Goods to the Supplier's place of business at the Customer's cost,

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

5.3. The Supplier shall not be liable for Goods' failure to comply with the warranty set out in clause 5.1 in any of the following events:

- a) the Customer makes any further use of such Goods after giving notice in accordance with clause 5.2;
- b) the defect arises because the Customer failed to follow the Supplier'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;
- c) the defect arises as a result of the Supplier following any drawing, design or Specification supplied by the Customer;
- d) the Customer alters or repairs such Goods without the written consent of the Supplier;
- e) the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions; or

- f) 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.
- g) Except as provided in this clause 5, the Supplier shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 5.1.
- h) 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.
- i) These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.

6. TITLE AND RISK

6.1. The risk in the Goods shall pass to the Customer on completion of delivery.

6.2. Title to the Goods shall not pass to the Customer until the earlier of:

- a) the Supplier receives payment in full (in cash or cleared funds) for the Goods and any other goods that the Supplier has supplied to the Customer in respect of which payment has become due, in which case title to the Goods shall pass at the time of payment of all such sums; and
- b) the Customer resells the Goods, in which case title to the Goods shall pass to the Customer at the time specified in clause 6.4.

6.3. Until title to the Goods has passed to the Customer, the Customer shall:

- 6.3.1. store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property;
- 6.3.2. not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;
- 6.3.3. maintain the Goods in satisfactory condition and keep them insured against all risks for their full price from the date of delivery;
- 6.3.4. notify the Supplier immediately if it becomes subject to any of the events listed in clause 8.2; and

6.3.5. give the Supplier such information relating to the Goods as the Supplier may require from time to time.

6.4. Subject to clause 6.5, the Customer may resell or use the Goods in the ordinary course of its business (but not otherwise) before the Supplier receives payment for the Goods. However, if the Customer resells the Goods before that time:

- a) it does so as principal and not as the Supplier's agent; and
- b) title to the Goods shall pass from the Supplier to the Customer immediately before the time at which resale by the Customer occurs.

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, then, without limiting any other right or remedy the Supplier may have:

- a) the Customer's right to resell the Goods or use them in the ordinary course of its business ceases immediately; and
- b) the Supplier may at any time:
 - I. require the Customer to deliver up all Goods in its possession which have not been resold, or irrevocably incorporated into another product; and
 - II. 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 the Supplier's published price list in force as at the date of delivery.

7.2. The Supplier 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:

- a) any factor beyond the Supplier's control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);
- b) any request by the Customer to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or
- c) any delay caused by any instructions of the Customer or failure of the Customer to give the Supplier 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. 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 the Supplier, pay to the Supplier such additional amounts in respect of VAT as are chargeable on the supply of the Goods.

7.5. The Supplier may invoice the Customer for the Goods on or at any time after the completion of delivery.

7.6. The Customer shall pay the invoice in full and in cleared funds within 20 Business Days of the date of the invoice. Payment shall be made to the bank account nominated in writing by the Supplier. Time of payment is of the essence.

7.7. If the Customer fails to make any payment due to the Supplier under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 8% per annum above Barclays Bank plc's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.

7.8. The Customer shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law). The Supplier 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 the Supplier to the Customer.

8. TERMINATION AND SUSPENSION

8.1. If the Customer becomes subject to any of the events listed in clause 8.2, the Supplier may terminate the Contract with immediate effect by giving written notice to the Customer.

8.2. For the purposes of clause 8.1, the relevant events are:

- a) 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 or limited liability partnership) 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;
- b) 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;
- c) (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;

- d) (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;
- e) (being a company) the holder of a qualifying floating charge over the Customer's assets has become entitled to appoint or has appointed an administrative receiver;
- f) a person becomes entitled to appoint a receiver over the Customer's assets or a receiver is appointed over the Customer's assets;
- g) (being an individual) the Customer is the subject of a bankruptcy petition or order;
- h) 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;
- i) 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(a) to clause 8.2(f) (inclusive);
- j) the Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business;
- k) the Customer's financial position deteriorates to such an extent that in the Supplier's opinion the Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; and
- l) (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. Without limiting its other rights or remedies, the Supplier may suspend provision of the Goods under the Contract or any other contract between the Customer and the Supplier if the Customer becomes subject to any of the events listed in clause 8.2(a) to clause 8.2(l), or the Supplier reasonably believes that the Customer is about to become subject to any of them, or if

the Customer fails to pay any amount due under this Contract on the due date for payment.

- 8.4. On termination of the Contract for any reason the Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest.
- 8.5. Termination of the Contract, however arising, shall not affect any of the parties' rights, remedies, obligations and liabilities that have accrued as at termination.
- 8.6. Clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect.

9. ORDER CANCELLATION

All orders are received in good faith and are considered a contract between the parties involved. At any point an order you have placed can be cancelled subject to our cancellation policy below and within the guidelines of our terms and conditions.

9.1. Medicines and Medical Gas

All medicines and medical gases are sold in conjunction with the regulations laid out by the MHRA (Medicines and Healthcare Products Regulatory Agency)

- a) No order for medicines or medical gasses can be cancelled by any customer if the product has left the control of Openhouse Products Ltd.
- b) Any orders received by Openhouse Products Ltd for a medicine or medical gas ordered as a non-stocked (purchase to order) item cannot be cancelled.
- c) Any order that the customer wishes to cancel, the customer is liable for all associated costs.
- d) Any customer that has placed an order for any medicine or medical gas and wishes to still cancel an order, the customer is liable for a returns

collection fee, Openhouse Products Ltd will destroy the items ordered and a charge will be levied for the destruction of £100.00 plus the carriage.

9.2. Custom Manufactured Products.

- a) Design.
 - I. Any order can be cancelled as placed on Openhouse, but subject to some conditions. Products that are to be designed for a customer, where a customer wishes to cancel after design work has been started is liable for a charge of £65.00 per hour, for work done, prior to an order cancellation. This charge is at the discretion of the sales office and office team.
- b) Production.
 - I. Any order or orders that a customer wishes to cancel, can do so, but if the items ordered have already generated production, the order cannot be cancelled. See the Openhouse terms and conditions.
- c) Overseas production.
 - I. No order placed with the Openhouse Products overseas division can be cancelled if production has started. An order that has been shipped can't be cancelled and the order payment must be settled in full. A cancelled order or delayed delivery order (customer delay) may incur storage costs, which is at the discretion of the sales team, and can only be agreed in writing. Any cancellation of an order for this division where raw materials have been purchased for the manufacture of any item will be charged at cost, if that material can't be used on other products.
 - II. The customer, in the event of any cancellation, is liable for all transportation costs.
 - III. A cancelled order based on the fault of Openhouse Products will be reviewed and may be considered acceptable and will be communicated to all parties in writing.

9.3. Standard Stock Items

- a) Any standard stock item can be returned to Openhouse Products at your own costs. Any order cancelled for stock items will only be refunded once the item or items have been checked to make sure that the item is in perfect condition.
- b) No sale item can be returned under any circumstances, unless by written consent of the sales manager.
- c) Items cancelled that anybody wishes to return MUST contact the office in any format and ask for a returns number. Openhouse don't charge a restocking fee, but all cancelled orders to be returned must be at the customers cost. Once received and checked, a full refund will be processed.
- d) Collection may be available by the Openhouse delivery team if they are in the area but can only be arranged through the office.

10. **LIMITATION OF LIABILITY**

10.1. Nothing in these Conditions shall limit or exclude the Supplier's liability for:

- a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
- b) fraud or fraudulent misrepresentation;
- c) breach of the terms implied by section 12 of the Sale of Goods Act 1979;
- d) defective products under the Consumer Protection Act 1987; or
- e) any matter in respect of which it would be unlawful for the Supplier to exclude or restrict liability.

10.2. Subject to clause 9.1:

- 10.2.1. the Supplier 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

- 10.2.2. the Supplier'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 100% of the price of the Goods.

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**

12.1. **Assignment and other dealings.**

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

12.2. Notices.

- a) 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 or other next working day delivery service, commercial courier, fax or email.
- b) A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 11.2(a); if sent by pre-paid first class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by fax or email, one Business Day after transmission.
- c) The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

12.3. Severance.

- a) If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.
- b) If one party gives notice to the other of the possibility that any provision or part-provision of this Contract is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

- 12.4. Waiver.** A waiver of any right or remedy under the Contract or law 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 prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

12.5. **Third party rights.** A person who is not a party to the Contract shall not have any rights to enforce its terms.

12.6. **Variation.** Except as set out in these Conditions, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is in writing and signed by the Supplier.

12.7. **Governing law.** 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 the law of England and Wales.

12.8. **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Contract or its subject matter or formation (including non-contractual disputes or claims).

13. SOCIAL MEDIA

13.1. The promoter is: Openhouse Products Ltd whose registered office is at 125 Craven Street Birkenhead, CH41 4BW.

13.2. The competition is open to residents of the United Kingdom aged 16 years or over except employees of Openhouse Products Ltd and their close relatives and anyone otherwise connected with the organisation or judging of the competition.

13.3. There is no entry fee and no purchase necessary to enter this competition.

- 13.4. By entering the competition, an entrant is indicating his/her agreement to be bound by these terms and conditions.
- 13.5. Route to entry for the competition and details of how to enter are via <https://www.facebook.com/openhouseproducts/> & <https://twitter.com/OHProducts> only one entry will be accepted per person. Multiple entries from the same person will be disqualified.
- 13.6. Closing date for entries is specified on the competition posts. After this date no further entries to the competition will be permitted.
- 13.7. No responsibility can be accepted for entries not received for whatever reason.
- 13.8. The rules of the competition and how to enter are as follows:
- 13.9. The promoter reserves the right to cancel or amend the competition and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any applicable law or regulation or any other event outside of the promoter's control. Any changes to the competition will be notified to entrants as soon as possible by the promoter.
- 13.10. The promoter is not responsible for inaccurate prize details supplied to any entrant by any third party connected with this competition.
- 13.11. The prize is specified within the posts on both Facebook and Twitter.
- 13.12. The prize is as stated and no cash or other alternatives will be offered. The prizes are not transferable. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice.
- 13.13. Winners will be chosen at random from all entries received and verified by Promoter and or its agents.
- 13.14. The winner will be notified by email and/or DM on Twitter/Facebook and/or letter within 28 days of the closing date. If the winner cannot be contacted or do not claim the prize within 14 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner.
- 13.15. The promoter will notify the winner when and where the prize can be collected/is delivered.

- 13.16. The promoter's decision in respect of all matters to do with the competition will be final and no correspondence will be entered into.
- 13.17. By entering this competition, an entrant is indicating his/her agreement to be bound by these terms and conditions.
- 13.18. The competition and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England.
- 13.19. The winner agrees to the use of his/her name and image in any publicity material, as well as their entry. Any personal data relating to the winner or any other entrants will be used solely in accordance with current UK data protection legislation and will not be disclosed to a third party without the entrant's prior consent.
- 13.20. The winner's name will be available 28 days after closing date by emailing the following address: marketing@openhouseproducts.com
- 13.21. Entry into the competition will be deemed as acceptance of these terms and conditions.
- 13.22. This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Twitter or any other Social Network. You are providing your information to Openhouse and not to any other party. The information provided will be used in conjunction with the following Privacy Policy found at <https://www.openhouseproducts.com/privacy-policy/>

14. **KLARNA**

In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you the following payment options. Payment is to be made to Klarna:

- Pay in 3
- Pay Later

Further information and Klarna's user terms you can find [here](#). General information on Klarna can be found [here](#). Your personal data is handled in

accordance with applicable data protection law and in accordance with the information in Klarnas privacy statement.

15. AMENDMENTS

General Data Protection Regulation

Amendment to the trading terms and conditions for Openhouse Products Ltd.

Openhouse Products Ltd are compliant with the GDPR and have implemented procedures and processes to keep Openhouse Products Ltd compliant. All records are available for inspection by any individual, when granted and upon request.

All requests received are subject to the rights of Openhouse Products Ltd to keep commercially sensitive information private and may be or can be redacted with an explanation given, should one be needed. All requests for access to review data or information has to be requested by e mail at datacontroller@openhouseproducts.com

Any requests to have information altered, removed or destroyed has to be requested by e mail, as above, (or in writing by post) where the data controller will review a request to see the data as recorded.

The following records are kept secure in both hard copy and electronic format for the following legal time lines;

Company accounts and record: 7 years.

Personal records and HR records: for a period of no longer than 5 years.

All and any finance records are retained for 3 years.

Requests for individuals to see their records of data stored will receive a response within 28 working days or sooner.

Any individual requesting to see individually stored data and is unsatisfied with the response given by the data controller at Openhouse Products Ltd, could apply to the ICO (information commissioner's office) for a review of their request or apply to the information commissioner's office to amend the reply or request a deletion of information held. The contact details can be found at this address www.ico.org.uk

All records of all data held is audited once a year in compliance with this act and the ISO 9001 2000 quality compliance/assurance programme to guarantee continued compliance.