

## TERMS & CONDITIONS OF TRADE

### 1. Definitions

- 1.1. "Seller" shall mean Viridis Energy Ltd, its successors and assigns or any person acting on behalf of and with the authority of Viridis Energy Ltd.
- 1.2. "Buyer" shall mean the person or entity described as such on the invoices, application for credit, quotation, work authorisation or any other forms to which these terms and conditions apply and shall include any person acting on behalf of and with the authority of such person or entity.
- 1.3. "Guarantor" means that person (or persons), or entity, who agrees to be liable for the debts of the Buyer on a principal debtor basis.
- 1.4. "Goods" shall mean Goods supplied by the Seller to the Buyer (and where the context so permits shall include any supply of Services as hereinafter defined) and are as described on the invoices, quotation, work authorisation or any other forms as provided by the Seller to the Buyer.
- 1.5. "Services" shall mean all services supplied by the Seller to the Buyer and includes any advice or recommendations (and where the context so permits shall include any supply of Goods as defined above).
- 1.6. "Price" shall mean the cost of the Goods as agreed between the Seller and the Buyer subject to clause 3 of this contract.

### 2. Acceptance

- 2.1. Any instructions received by the Seller from the Buyer for the supply of Goods and/or the Buyer's acceptance of Goods supplied by the Seller shall constitute acceptance of the terms and conditions contained herein.
- 2.2. Where more than one Buyer has entered into this agreement, the Buyers shall be jointly and severally liable for all payments of the Price.
- 2.3. Upon acceptance of these terms and conditions by the Buyer the terms and conditions are irrevocable and can only be amended with the written consent of the Seller.
- 2.4. The Buyer undertakes to give the Seller at least fourteen (14) days' notice of any change in the Buyer's name, address and/or any other change in the Buyer's details.

### 3. Price and Payment

- 3.1. The Price shall be the Seller's quoted Price (subject to clause 3.2) which shall be binding upon the Seller provided that the Buyer shall accept the Seller's quotation in writing within thirty (30) days.
- 3.2. The Seller reserves the right to change the Price in the event of a variation to the Seller's quotation.
- 3.3. Time for payment for the Goods shall be of the essence and will be stated on the invoice or any other forms. If no time is stated then payment shall be due thirty (30) days following the date of the invoice.
- 3.4. If the Buyer fails to take delivery of the Goods when they are tendered for delivery by the Seller, the Seller shall be entitled to Invoice the Buyer in full and to charge any reasonable costs incurred to store the Goods until delivery is made.
- 3.5. Payment will be made by direct credit or electronic banking or by any other method as agreed to between the Buyer and the Seller.
- 3.6. VAT and other taxes and duties that may be applicable shall be added to the Price except when they are expressly included in the Price.

### 4. Delivery of Goods

- 4.1. Delivery of the Goods shall take place when the Buyer takes possession of the Goods at the Buyer's address or other address nominated by the Buyer (in the event that the Goods are delivered by the Seller or the Seller's nominated carrier).
- 4.2. The costs of delivery are included in the Price.
- 4.3. The Buyer shall make all arrangements necessary to take delivery of the Goods whenever they are tendered for delivery. In the event that the Buyer is unable to take delivery of the Goods as arranged then the Seller shall be entitled to charge a reasonable fee for redelivery.
- 4.4. Delivery of the Goods to a third party nominated by the Buyer is deemed to be delivery to the Buyer for the purposes of this agreement.
- 4.5. The Seller may deliver the Goods by separate instalments. Each separate instalment shall be invoiced and paid for in accordance with the provisions in these terms and conditions.
- 4.6. The failure of the Seller to deliver shall not entitle either party to treat this contract as repudiated.

- 4.7. The Seller shall not be liable for any loss or damage whatever due to failure by the Seller to deliver the Goods (or any of them) promptly or at all.

### 5. Risk

- 5.1. If the Seller retains ownership of the Goods nonetheless, all risk for the Goods passes to the Buyer on delivery.
- 5.2. If any of the Goods are damaged or destroyed following delivery but prior to ownership passing to the Buyer, the Seller is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by the Seller is sufficient evidence of the Seller's rights to receive the insurance proceeds without the need for any person dealing with the Seller to make further enquiries.

### 6. Title

- 6.1. It is the intention of the Seller and agreed by the Buyer that ownership of the Goods shall not pass until:
  - 6.1.1. the Buyer has paid all amounts owing for the Goods; and
  - 6.1.2. the Buyer has met all other obligations due by the Buyer to the Seller in respect of all contracts between the Seller and the Buyer.
  - 6.1.3. notwithstanding the former, it is agreed that the Buyer has the right to sell on the goods in the ordinary course of its business before the Seller receives payment for the goods.
  - 6.1.4. receipt by the Seller of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honoured, cleared, or recognised and until then the Seller's ownership or rights in respect of the Goods shall continue.
- 6.2. It is further agreed that:
  - 6.2.1. where practicable the Goods shall be kept separate and identifiable until the Seller shall have received payment, and all other obligations of the Buyer are met; and
  - 6.2.2. until such time as ownership of the Goods shall pass from the Seller to the Buyer the Seller may give notice in writing to the Buyer to return the Goods or any of them to the Seller. Upon such notice the rights of the Buyer to obtain ownership or any other interest in the Goods shall cease; and
  - 6.2.3. the Seller shall have the right of stopping the Goods in transit whether or not delivery has been made; and
- 6.3. If the Buyer fails to return the Goods to the Seller then the Seller or the Seller's agent may enter upon and into land and premises owned, occupied or used by the Buyer, or any premises as the invitee of the Buyer, where the Goods are situated and take possession of the Goods; and
  - 6.3.1. The Buyer is only a bailee of the Goods and until such time as the Seller has received payment in full for the Goods then the Buyer shall hold any proceeds from the sale or disposal of the Goods on trust for the Seller; and
  - 6.3.2. the Buyer shall not deal with the money of the Seller in any way which may be adverse to the Seller; and
  - 6.3.3. the Buyer shall not charge the Goods in any way nor grant nor otherwise give any interest in the Goods while they remain the property of the Seller; and
  - 6.3.4. the Seller can issue proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods may not have passed to the Buyer; and
  - 6.3.5. until such time that ownership in the Goods passes to the Buyer, if the Goods are converted into other products, the parties agree that the Seller will be the owner of the end products.

### 7. Defects

- 7.1. The Buyer shall inspect the Goods on delivery and shall within one (1) days notify the Seller of any alleged defect, shortage in quantity, damage or failure to comply with the description or quote. The Buyer shall afford the Seller an opportunity to inspect the Goods within a reasonable time following delivery if the Buyer believes the Goods are defective in any way. If the Buyer shall fail to comply with these provisions the Goods shall be presumed to be free from any defect or damage. For defective Goods, which the Seller has agreed in writing that the Buyer is entitled to reject, the Seller's liability is limited to either (at the Seller's discretion) replacing the Goods or repairing the Goods.
- 7.2. No Goods shall be accepted for return except in accordance with 7.1 above.

### 8. Warranty

- 8.1. Subject to the conditions of warranty set out in Clause 8.2 the Seller warrants that if any defect in any workmanship of the Seller becomes apparent and is reported to the Seller within twelve (12)

months of the date of delivery, then the Seller will either (at the Seller's sole discretion) repair the defect or remedy the workmanship.

8.2. The conditions applicable to the warranty given by Clause 8.1 are:

8.2.1. The warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:

8.2.2. Failure on the part of the Buyer to properly maintain any Goods; or

8.2.3. Failure on the part of the Buyer to follow any instructions or guidelines provided by the Seller; or

8.2.4. Any use of any Goods otherwise than for any application specified on a quote or order form; or

8.2.5. The continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or

8.2.6. Fair wear and tear, any accident or act of God.

8.2.7. The warranty shall cease and the Seller shall thereafter in no circumstances be liable under the terms of the warranty if the workmanship is repaired, altered or overhauled without the Seller's consent.

8.2.8. In respect of all claims the Seller shall not be liable to compensate the Buyer for any delay in either replacing or repairing the workmanship/Goods or in properly assessing the Buyer's claim.

8.3. For Goods not manufactured by the Seller, the warranty shall be the current warranty provided by the manufacturer of the Goods. Whilst the Seller shall honour such warranty the Seller shall not be bound by nor responsible for any term, condition, representation or warranty other than that which is given by the manufacturer of the Goods.

8.4. To the extent permitted by statute, no warranty is given by the Seller as to the quality or suitability of the Goods for any purpose and any implied warranty is expressly excluded. The Seller shall not be responsible for any loss or damage to the Goods, or caused by the Goods, or any part thereof however arising. #

#### 9. Sale of Goods Act 1979 and Supply of Goods and Services Act 1982

9.1. This agreement is subject to the provisions of the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982 (or any replacement or re-enactment thereof) in all cases except where the Buyer is contracting within the terms of a trade/business (which cases are specifically excluded).

9.2. Notwithstanding clause 9.1 nothing in this agreement is intended to have the effect of contracting out of any applicable provisions the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982 or any laws or legislation governing the rights of consumers, except to the extent permitted by those Acts, laws or legislation.

#### 10. Returns and Refunds

Viridis Energy is committed to fair trading and compliance with UK consumer protection laws. This clause outlines our policy on refunds and returns for both bespoke and non-bespoke goods.

##### 10.1. Non-Bespoke Goods

10.1.1. Customers may return non-bespoke goods within **14 days** of receipt, provided the items are unused, in original packaging, and in resalable condition.

10.2. A **25% restocking fee** will apply to all returned non-bespoke goods to cover operational and handling costs.

10.3. Retailers may also charge a **25% restocking fee** for returned items, provided this is clearly communicated to customers prior to purchase.

##### 10.4. Bespoke and Made-to-Order Goods

10.4.1. Orders for **bespoke or custom-made products** cannot be cancelled or refunded once production has commenced or the order has been confirmed.

10.4.2. This exemption is in line with the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**, which exclude bespoke goods from the standard 14-day cooling-off period for distance sales. [pinsentmasons.com](https://www.pinsentmasons.com)

10.4.3. To qualify as bespoke, the product must be tailored specifically to the customer's specifications such that it cannot reasonably be resold.

##### 10.5. Faulty or Misdescribed Items

10.5.1. Customers are entitled to a **full refund** if the item is:

10.5.2. Faulty or defective

10.5.3. Not as described

10.5.4. Does not perform as reasonably expected

10.5.5. These rights apply regardless of whether the item is bespoke or non-bespoke, under the **Consumer Rights Act 2015**. [\[gov.uk\]](https://www.gov.uk)

#### 10.6. Transparency and Communication

10.7. All refund and return policies, including applicable fees and exemptions, will be **clearly communicated upfront** to manage customer expectations and reduce disputes.

#### 10.8. Legal Compliance

10.9. Viridis Energy and its retail partners must comply with the **Consumer Rights Act 2015**, which prohibits unfair contract terms and protects consumers from hidden or excessive fees.

10.10. Businesses must ensure that any exemption from cancellation rights (e.g., for bespoke goods) is **clearly justified and documented**.

#### 10.11. Policy Review

It is advisable for businesses to **regularly review and update** their refund and return policies to remain compliant with current consumer regulations and foster trust and loyalty with

#### 11. Default & Consequences of Default

11.1. Interest on overdue invoices shall accrue from the date when payment becomes due daily until the date of payment at a rate of 2.5% per calendar month and such interest shall compound monthly at such a rate after as well as before any judgment.

11.2. The Seller may charge interest on overdue invoices in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

11.3. If the Buyer defaults in payment of any invoice when due, the Buyer shall indemnify the Seller from and against all costs and disbursements incurred by the Seller in pursuing the debt including legal costs on a solicitor and own client basis and the Seller's collection agency costs.

11.4. Without prejudice to any other remedies the Seller may have, if at any time the Buyer is in breach of any obligation (including those relating to payment), the Seller may suspend or terminate the supply of Goods to the Buyer and any of its other obligations under the terms and conditions. The Seller will not be liable to the Buyer for any loss or damage the Buyer suffers because the Seller exercised its rights under this clause.

11.5. If any account remains overdue after thirty (30) days then an amount of £20.00 shall be levied as an administration fee and shall be levied for each month that the account remains overdue, which sums shall become immediately due and payable.

11.6. Without prejudice to the Seller's other remedies at law the Seller shall be entitled to cancel all or any part of any order of the Buyer which remains unperformed in addition to and without prejudice to any other remedies and all amounts owing to the Seller shall, whether or not due for payment, become immediately payable in the event that:

11.7. money payable to the Seller becomes overdue, or in the Seller's opinion the Buyer will be unable to meet its payments as they fall due; or

11.8. The Buyer becomes insolvent, convenes a meeting with its creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors; or

11.9. Receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Buyer or any asset of the Buyer.

#### 12. Cancellation

12.1. The Seller may cancel these terms and conditions or cancel delivery of Goods at any time before the Goods are delivered by giving written notice. On giving such notice the Seller shall repay to the Buyer any sums paid in respect of the Price. The Seller shall not be liable for any loss or damage whatever arising from such cancellation.

12.2. In the event that the Buyer cancels delivery of Goods, the Buyer shall be liable for any loss incurred by the Seller (including, but not limited to, any loss of profits, the full cost of procurement and/or manufacture/modifications and the cost of all items ordered, supplied or manufactured specifically for the execution of the order in question) up to the time of cancellation.

12.3. If work on an order is suspended because of the Buyer's instructions, the Seller reserves the right to treat such circumstances as a cancellation by the Buyer.

### 13. Data Protection Act 1998

13.1. The Buyer and the Guarantor/s (if separate to the Buyer) authorises the Seller to:

- 13.1.1. Collect, retain and use any information about the Buyer, for the purpose of assessing the Buyer's creditworthiness or marketing products and services to the Buyer; and
  - 13.1.2. to disclose information about the Buyer, whether collected by the Seller from the Buyer directly or obtained by the Seller from any other source to any other credit provider or any credit reporting agency for the purposes of providing or obtaining a credit reference, debt collection or of listing a default by the Buyer on publicly accessible credit reporting databases.
- 13.2. The Seller may also use information about the Buyer to monitor and analyse its business. In this connection the Buyer authorises the Seller to disclose personal information to agents or third parties engaged by the Seller.
- 13.3. The Buyer consents to the transfer of information outside of the European Economic Area for the purposes listed above.
- 13.4. Where the Buyer is an individual the authorities under (clause 13.1) are authorities or consents for the purposes of the Data Protection Act 1998.
- 13.5. The Buyer shall have the right to request the Seller for a copy of the information about the Buyer retained by the Seller and the right to request the Seller to correct any incorrect information about the Buyer held by the Seller.

### 14. Limitation of Liability

- 14.1. The Seller shall be under no liability whatever to the Buyer for any indirect loss and/or expense (including loss of profit or goodwill) suffered by the Buyer or any third party arising out of a breach by the Seller of these terms and conditions.
- 14.2. In the event of any breach of this contract by the Seller the remedies of the Buyer shall be limited to damages and the Seller's liability (if any) whether in contract, tort or otherwise in respect of any defect in the Goods, or for any breach of these terms and conditions, or of any duty owed to the Buyer in connection with them shall be limited to the amount of the Price.
- 14.3. For the avoidance of doubt, nothing in these terms and conditions shall exclude or restrict the Seller's liability to any person for death or personal injury to that person resulting from the Seller's negligence.

### 15. Unpaid Seller's Rights

- 15.1. Where the Buyer has left any item with the Seller for repair, modification, exchange or for the Seller to perform any other Service in relation to the item and the Seller has not received or been tendered the whole of the Price, or the payment has been dishonoured, the Seller shall have:
  - 15.2. lien on the item;

- 15.2.1. the right to retain the item for the Price while the Seller is in possession of the item;
  - 15.2.2. a right to sell the item.
- 15.3. the lien of the Seller shall continue despite the commencement of proceedings, or judgement for the Price having been obtained.

### 16. Buyer's Disclaimer

16.1. The Buyer hereby disclaims any right to rescind, or cancel the contract or to sue for damages or to claim restitution arising out of any misrepresentation made to the Buyer by the Seller and the Buyer acknowledges that the Goods are bought relying solely upon the Buyer's skill and judgment.

### 17. Accessibility

- 17.1. Where the Price quoted for the Goods includes an element of commissioning and/or installation work, the Buyer undertakes to render all facilities necessary to enable the Seller to carry out the work during normal working hours and to keep the Seller duly informed as to the dates and times when the same can be carried out (i.e. after Delivery).
- 17.2. Any loss, damage or expense incurred by the Seller by the failure of the Buyer to comply with clause 17.1 (including the non-availability of the site during normal working hours) will be for the account of the Buyer.

### 18. General

- 18.1. If any provision of these terms and conditions shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired.
- 18.2. These terms and conditions and any contract to which they apply shall be governed by the laws of England and Wales and are subject to the jurisdiction of the English Courts.
- 18.3. The Buyer shall not be entitled to set off against or deduct from the Price any sums owed or claimed to be owed to the Buyer by the Seller.
- 18.4. The Seller may license or sub-contract all or any part of its rights and obligations without the Buyer's consent.
- 18.5. The Seller reserves the right to review these terms and conditions at any time. If, following any such review, there is to be any change to these terms and conditions, then that change will take effect from the date on which the Seller notifies the Buyer of such change. Except where the Seller supplies further Goods to the Buyer and the Buyer accepts such Goods, the Buyer shall be under no obligation to accept such changes.
- 18.6. Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, drought, storm or other event beyond the reasonable control of either party.