Terms and Conditions of Sale

apaiser Limited (Company No. 09764486, registered in England and Wales)·
Registered office: 10 John Street, London WC1N 2EB, United Kingdom

1 Definitions and interpretation

1.1 In these Terms: "apaiser" means Apaiser Limited (Company No. 09764486); "Customer" means the party to whom apaiser agrees to supply Goods; "Consumer" means an individual acting for purposes wholly or mainly outside that individual's trade, business, craft or profession; "Goods" means the goods and/or services agreed to be supplied, including bespoke and made-to-order items; "Order Confirmation" means apaiser's written confirmation (including a pro forma invoice) of an order; "Agreement" means these Terms together with the applicable quotation, Order Confirmation and any signed drawings; "Proprietary Information" means all intellectual property and information relating to the Goods, including designs, drawings, moulds, tooling, specifications, apaiserMarble® formulations, trade marks and trade secrets; and "VAT" means value added tax under the Value Added Tax Act 1994.

2 Quotations, orders and formation of contract

2.1 Quotations are valid for 30 days from issue unless otherwise stated, apply only to the quotation in which they appear, and are not an offer to sell.

2.2 A binding contract is formed only when apaiser receives the required deposit and/or issues an Order Confirmation. apaiser may accept or decline any order at its discretion.

2.3 The Agreement is the entire agreement between the parties and prevails over any terms proposed by the Customer (including on any purchase order), which shall have no effect notwithstanding any statement to the contrary. No variation is effective unless in writing and signed by apaiser.

2.4 The Customer must review all documentation (including Order Confirmations and drawings) and notify apaiser of any discrepancy, error or omission within 24 hours of receipt; the documents are otherwise deemed correct and approved, and production proceeds on them.

2.5 Where the price or availability of raw materials changes materially or supply becomes unavailable, apaiser may seek agreement to an adjusted price or terminate the affected order without liability, subject to payment for Goods already produced or in production and to a refund of any amount paid for Goods not yet in production.

3 Prices, taxes and payment

3.1 Payment is due in the currency stated on the Order Confirmation or invoice; all bank charges are the Customer's responsibility. All duties, taxes, customs and government charges of the destination are the Customer's responsibility unless expressly agreed in writing. Prices quoted to Consumers include VAT and all other charges that must be paid, and any delivery charges are shown before the order is placed. Prices quoted to business customers are exclusive of VAT unless stated, and VAT is payable in addition where applicable.

3.2 Unless otherwise stated on the Order Confirmation, apaiser's standard terms apply: a 50% deposit on order, with the balance due prior to dispatch from the factory, on a per-shipment basis. Goods will not be dispatched until cleared payment of all sums then due.

3.3 The Customer must not withhold or set off any amount against sums due to apaiser for any reason.

3.4 Where the Customer is a business, apaiser may claim statutory interest and compensation on overdue amounts under the Late Payment of Commercial Debts (Interest) Act 1998, together with its reasonable costs of recovery. Where the Customer is

a Consumer, interest accrues on overdue amounts at 4% per annum above the Bank of England base rate, calculated daily from the due date.

3.5 If the Customer has not paid for and taken delivery of the Goods within 90 days of notified readiness, apaiser may terminate the affected order and apply amounts paid against its costs, storage and losses (including loss of profit), accounting to the Customer for any balance.

4 Changes, cancellation and storage

4.1 Because the Goods are made to order, and subject to clause 10, the Customer may not cancel, withdraw or vary an order without apaiser's prior written consent. If apaiser consents, the Customer shall indemnify apaiser for all resulting loss and expense, including materials, tooling and moulds, labour, engineering, freight, supplier compensation and loss of profit.

4.2 If the Customer's programme is delayed or the Customer is not ready to take delivery when the Goods are ready, apaiser may charge storage (notified by email), payable before dispatch, and delivery is deemed to have occurred for risk purposes (except where clause 6.1 provides otherwise for a Consumer).

5 Delivery and acceptance

5.1 Quoted production and delivery dates are estimates only, given in good faith. Time is not of the essence and, subject to clause 10, apaiser is not liable for any loss, penalty or damages arising from delay, however caused.

5.2 Unless otherwise stated, delivery is to loading dock or kerbside and excludes indoor delivery, uncrating and removal of packaging. For container deliveries the Customer is responsible for unloading, unstuffing and returning containers within free time; all demurrage, detention, wharf, drayage and similar charges are the Customer's responsibility.

5.3 apaiser may deliver by instalments and invoice each instalment. Non-payment of any amount entitles apaiser to withhold or suspend further production or delivery.

5.4 The Customer must inspect the packaging and Goods on delivery, note any damage on the carrier's proof of delivery, and notify apaiser in writing of any damage or defect within 48 hours of delivery, by email to service@apaiser.com. Wrongly supplied or over-supplied Goods must be notified within 7 days. Subject to clause 10, claims for transit damage or incorrect supply made outside these periods will not be considered, and the Goods are otherwise deemed accepted.

5.5 The Customer must inspect the Goods before installation. Subject to clause 10, apaiser has no liability for any damage or defect that a reasonable inspection would have revealed once the Goods have been installed or fixed in place, and Goods may not be returned without apaiser's prior written consent.

6 Risk and insurance

6.1 Risk in the Goods passes to the Customer on dispatch from apaiser's factory or warehouse (or, if earlier, when the Goods are made available for collection). Where apaiser arranges freight, it does so as the Customer's agent, and apaiser is not responsible for loss, damage or delay in third-party carriage. This clause does not apply where the Customer is a Consumer: in that case risk passes only when the Goods come into the physical possession of the Customer, or of a person the Customer has identified to take possession of them, unless the Customer arranges its own carrier.

6.2 From the passing of risk until title passes, the Customer must insure the Goods for their full value and holds any insurance proceeds on trust for apaiser to the extent of amounts owed.

7 Retention of title

7.1 Title to the Goods remains with apaiser until all amounts owing by the Customer to apaiser on any account have been paid in full. Until then the Customer holds the Goods as bailee, must store them separately and identifiably as apaiser's property, and may sell them only in the ordinary course of business as principal, holding the proceeds on trust for apaiser in a separate account to the extent of amounts owed.

7.2 If any amount is overdue, the Customer breaches the Agreement, or the Customer suffers an insolvency event, apaiser may terminate, suspend supply, and repossess the Goods, and the Customer irrevocably authorises apaiser to enter premises where the Goods are reasonably believed to be stored for that purpose, without liability.

8 Warranty

8.1 apaiser warrants the Goods to be free from defects in materials and workmanship in normal use for the following periods, each from the date of purchase: (a) baths, basins and integrated basins, 5 years for indoor installations; (b) shower trays, 3 years for indoor installations; (c) outdoor installations, 1 year; and (d) supplied wastes and plugs, 12 months. The warranty is personal to the original purchaser or first end user and is not transferable.

8.2 The Goods are handmade from natural and reconstituted stone. Variation in shade, colour, surface and markings is inherent and natural, does not affect structural integrity, and is not a defect. No warranty is given against crazing, scratching, chips or cracks after installation.

8.3 The warranty excludes damage from misuse, neglect, accident, improper installation, alteration, thermal shock, flames, unsuitable cleaning products (including those containing sulfamic acid or otherwise unsuitable for natural stone, which void the warranty), water impurities, atmospheric conditions, and any cause beyond apaiser's control. The costs of removal, reinstallation, access, labour, transport and other incidental expenses of a claim are borne by the Customer.

8.4 To claim under this warranty, the Customer must contact apaiser at service@apaiser.com within the warranty period, with proof of purchase, a description of the defect and photographs. apaiser (or its nominee) will assess the claim and, at its election, repair, replace (with a product of equal value) or adjust the Goods; this is the Customer's sole remedy for breach of this warranty, subject to clause 10. Repaired or replaced Goods carry the unexpired balance of the original warranty period. Goods in apaiser's custody for assessment are at the Customer's risk.

9 Liability

9.1 Nothing in the Agreement excludes or limits liability for death or personal injury caused by negligence, for fraud, or for any liability that cannot lawfully be excluded or limited.

9.2 Subject to clause 9.1 and clause 10, apaiser is not liable (in contract, tort including negligence, statute or otherwise) for loss of profits, revenue, opportunity, goodwill, business or anticipated savings, or for any indirect, special or consequential loss, including water damage to floors, walls, carpets or ceilings; and apaiser's total aggregate liability under or in connection with each contract shall not exceed the price paid by the Customer for the Goods under that contract.

9.3 apaiser's liability is reduced to the extent the Customer's acts or omissions contributed to the loss.

10 Statutory rights

10.1 Where the Customer is a Consumer, nothing in these Terms affects the Customer's statutory rights. Under the Consumer Rights Act 2015 the Goods must be of satisfactory quality, fit for purpose and as described; if they are not, the Customer may be entitled to reject them within 30 days, to have them repaired or replaced, or to a price reduction or

refund. Where the contract is made at a distance or off-premises, the Customer may also have a right to cancel within 14 days under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, except for Goods made to the Customer's specifications or clearly personalised. The limitations in these Terms apply only to the extent permitted by law, including the Consumer Rights Act 2015 and, for business customers, the Unfair Contract Terms Act 1977.

11 Intellectual property and confidentiality

11.1 All Proprietary Information, and all rights in it, are and remain the sole property of (or licensed to) apaiser, including any modification or development of it, whether or not paid for by the Customer. Bespoke designs, drawings, moulds and tooling created for an order remain apaiser's property unless expressly agreed otherwise in writing. The Customer must not copy, modify, reverse-engineer or permit reproduction of the Goods or apaiser's documentation.

11.2 apaiser's quotations, price lists and pricing are confidential to the Customer, are provided solely for the purpose of the proposed purchase and must not be disclosed to any third party without apaiser's prior written consent.

12 Force majeure

12.1 apaiser is not liable for any failure or delay caused directly or indirectly by events beyond its reasonable control, including act of God, war or armed conflict, civil commotion, epidemic, strikes or labour disputes, breakdown of machinery, inability to obtain raw materials or fuel, fire, flood, shipping or freight disruption, port congestion, or government action. Affected timeframes are extended accordingly.

13 Privacy and personal data

13.1 apaiser collects and uses personal data about the Customer and its personnel to process orders, arrange delivery, provide warranty service and manage accounts. It does so in accordance with its privacy notice, the UK General Data Protection Regulation and the Data Protection Act 2018. Personal data may be transferred to apaiser's related companies, manufacturers and carriers outside the UK, including in Singapore and Thailand, with appropriate safeguards in place.

14 General

14.1 The person placing an order warrants their full authority to bind the Customer and indemnifies apaiser against any loss arising from a lack of such authority. Where there is more than one Customer, liability is joint and several.

14.2 The version of these Terms current at the date an order is placed applies to that order. A failure or delay by apaiser to enforce a right is not a waiver, and waivers must be in writing. If any provision is unenforceable it is severed and the remainder continues in force. The Customer may not assign the Agreement without apaiser's written consent; apaiser may assign to a related entity. Notices must be in writing to the addresses on the Order Confirmation and take effect on actual receipt (or, if posted, when they would arrive in the ordinary course). The Goods are supplied for use in the United Kingdom unless otherwise agreed, and any export or re-export is at the Customer's responsibility and must comply with applicable laws. A person who is not a party to the Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.

15 Governing law and jurisdiction

15.1 The Agreement is governed by and construed in accordance with the laws of England and Wales. The Customer irrevocably submits to the exclusive jurisdiction of the courts of England and Wales, save that apaiser may bring proceedings for the recovery of amounts due, or to protect its Goods or intellectual property, in any court of competent jurisdiction. Where the Customer is a Consumer, the courts of England and Wales have

non-exclusive jurisdiction, and a Consumer living in Scotland or Northern Ireland may also bring proceedings in the courts of that country.

Safety note: never leave a filling or full bath or basin unattended.