



General Terms & Conditions of Sale

1. Area of Application

1.1 All Orders accepted by Public Analyst Scientific Services Limited or any of its subsidiaries or affiliates (collectively, "PASS") will be governed by these General Terms and Conditions of Sales (the "Terms and Conditions"), including orders placed by telephone which have not been confirmed in writing and orders made by delivery of samples. A contract with these Terms and Conditions comes into being when an order that has been placed with PASS is accepted by PASS. An order placed with PASS is considered as accepted by PASS when (a) PASS proceeds to fulfill that order, without need for any written confirmation from PASS or (b) PASS accepts the order in writing.

1.2 These Terms and Conditions supersede and replace all prior verbal or written price quotations and agreements between the parties and, unless specifically indicated otherwise therein, take precedence over all conflicting or inconsistent provisions of subsequent written agreements between the parties. No officer (other than the Managing Director of PASS), employee, agent or subcontractor of PASS has the authority to alter or waive any of these Terms and Conditions or to make any representation which conflicts with or purports to override any of these Terms and Conditions; and no such alteration, waiver or representation shall be binding upon PASS, unless it is in writing and signed by the Managing Director of PASS.

2. Placement of Order

2.1 A customer's order will be valid only if it is sent by mail or fax or other electronic message on letterhead of the customer or by using PASS-approved sample dispatch sheets or electronic order forms and the commercial aspects of the order which are not specifically set out in these Terms and Conditions (including price, estimated turnaround times and delivery date) must be agreed at the time of the order. The customer must confirm in writing orders given by telephone immediately after they are made and in any event, will be deemed to have placed an order if the customer sends samples to PASS quoting the customer reference given to it by PASS. PASS is not obligated to start any analytical work unless the order is clear and it has been provided with all required information.

2.2 Unless specifically accepted in writing and signed by the Managing Director of PASS, any terms proposed or submitted by a customer at any time (including, but not limited to, terms or provisions in the customer's purchase order, instructions or other document) which differ from these Terms and Conditions are rejected as a material alteration of these Terms and Conditions and shall be of no force or effect. Furthermore, special terms or conditions of prior orders which have been agreed by PASS in accordance with these Terms and Conditions, including special pricing, will not automatically apply to subsequent orders. Each order accepted by PASS will be treated as a separate contract between PASS and the customer.

2.3 A request for additional services on samples that have entered the laboratory will be treated as a new order and may postpone estimated delivery date accordingly.

3. Price and Terms of Payment

3.1 If the acknowledgment of an order does not state otherwise, PASS' prices apply "ex works". Any additional cost or disbursement (e.g. incurred by PASS in connection with the order) must be paid by the customer.

3.2. Prices are exclusive of all applicable taxes (including sales, use and VAT) and are based on tariffs in force at the day of the remittance of the offer
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to the customer. Applicable taxes are those in force at the date of invoicing.

3.3 Unless specifically agreed otherwise by PASS in its acceptance of an order, payment of all invoices is due strictly within 30 days of the invoice date. Any dispute about invoices must be raised in writing within 30 days of the invoice date. The challenge of an analytical result will not entitle a customer to defer payment. Any invoice which remains outstanding after due date, may be additionally charged with an administration fee of £25.00 in respect of PASS' costs in dealing with such outstanding payment, and also may carry interest at the rate of one percent (1%) per month or the maximum interest rate permitted by applicable law, whichever is lower.

3.4 Invoices are subject to a minimum invoice charge of £50.00 excluding VAT or other applicable taxes. PASS has the right to charge an administrative fee of up to £25.00 to re-issue an invoice.

3.5 The payment method is cash, cheque, bank transfer or direct debit. Any other method of payment must receive prior agreement from PASS. The customer undertakes to provide bank account details where relevant.

3.6 PASS is entitled to require payment of up to 100% of the quoted order price as a condition of acceptance.

4. Duties of Customer in Delivering Samples or Materials

4.1 The samples or materials must be in a condition that makes the preparation of reports/analyses or the production of ordered products possible without difficulty. PASS is entitled to conduct an initial examination of the samples or materials to check their condition before processing the samples, drawing up a report or using them in production. If the result of the initial examination is that an analysis or production is impossible or is possible only under more difficult conditions than originally anticipated – for example, because the samples or materials have been interspersed with foreign materials or substances that were not reported by the customer or are degraded – PASS shall be entitled to terminate or interrupt the order and the customer shall bear costs incurred by PASS to that point.

4.2 The customer must ensure, and hereby warrants, that no sample poses any danger, including on its site, during transportation, in the laboratory or otherwise to PASS premises, instruments, personnel or representatives. It is the customer's responsibility to ensure compliance with hazardous waste regulations, including regarding information, labelling, transportation and disposal and to inform PASS personnel or representatives about sample health and safety concerns, including any known or suspected toxic or other contaminant that may be present in the sample and its likely level of contamination as well as the risks to PASS premises, instruments, personnel and representatives related to the contamination. The customer shall be responsible for, and indemnifies PASS against, all costs, damages, liabilities and injuries that may be caused to or incurred by PASS or its personnel or representatives including on the sampling site, during the transportation or in the laboratory by the customer's sample or by sampling site conditions. The customer shall bear all extraordinary costs for adequate disposal of hazardous waste resulting from the sample, whether or not described as hazardous waste.

5. Property Rights on Sample Material and Sample Storage

5.1 All samples become the property of PASS to the extent necessary for the performance of the order. PASS shall have an obligation to store samples for one month after providing the analysis results. If the analysis results are satisfactory PASS will destroy the samples at the end of the one month period from the provision of the results. If the results are unsatisfactory the customer

may choose to have the samples returned at no additional charge. PASS will take commercially reasonable steps to store the samples, according to professional practice.

5.2 PASS reserves the right to dispose of or destroy the samples without further notice after the one month retention period outlined in clause 5.1 (except where the customer has requested PASS for a return of the sample within that one month period). If the customer requests the return of unneeded sample material, PASS will return this to the customer, at the customer's cost and risk.

5.3 Property in any samples returned by PASS to the customer shall pass to the customer at the point of completion of delivery to the customer.

6. Delivery Dates, Turnaround Time

6.1 Delivery dates and turnaround times are estimates and do not constitute a commitment by PASS. Nevertheless, PASS shall make commercially reasonable efforts to meet its estimated deadlines.

6.2 Results are generally sent by email and/or by UK post, or via other electronic means, to the attention of the persons indicated by the customer in the order, promptly after the analysis is completed.

7. Transfer of Property

7.1 Title in any analysis results, products, equipment, software or similar supplied by PASS to the customer will remain with PASS until all invoices in respect thereof have been paid by the customer in full, and until such full payment, the customer shall have no property rights or other rights to use them. In addition, even if PASS has accepted and begun to fulfil an order, PASS has the right at any time stop processing that order and to stop doing any work for a customer if that customer is late in paying any amount due to PASS, whether for that or any other order.

7.2 Even after payment in full by the customer, PASS shall retain the right to store, use and publish all analysis results in an anonymous form which does not identify the customer.

Limited Warranties and Responsibilities

8.1 Orders are handled in the conditions available to PASS in accordance with the current state of technology and methods developed and generally applied by PASS and the results may not always be absolutely precise and/ or relevant. Analyses, interpretations, assessments, consulting work and conclusions are prepared with a commercially reasonable degree of care but PASS cannot guarantee that these will always be correct or absolute. This limited warranty expires six months after the delivery date of the samples, if the acknowledgement of the order does not specifically state otherwise. It is accepted that PASS may be required to give evidence in court regarding the results that PASS produces, to the extent required by the customer. PASS reserves the right to claim from the customer any fees associated with the giving of such evidence, charged on the basis of time spent.

8.2 Each analytical report relates exclusively to the sample analysed by PASS. If PASS has not expressly been mandated and paid for the definition of the sampling plan (including which samples of which raw materials and finished products and at which frequency should be

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analysed) and the definition of the precise range of analysis to be performed or if the customer has not followed PASS recommendations, PASS shall not bear any responsibility if the sampling plan and/or the range of analysis to be performed prove to be insufficient or inappropriate.

8.3 The customer is responsible for the proper delivery of samples sent to PASS for examination/analyses or materials sent for production. Unless otherwise specifically agreed in writing by PASS, PASS accepts no responsibility for any loss or damage, which may occur to any sample in transit or to any facility or site where logistics services are being delivered. The customer will at all times be liable for the security, packaging and insurance of the sample from its dispatch until it is delivered to the offices or the laboratories of PASS. PASS will use commercially reasonable care in handling and storing samples, but PASS shall not be held responsible for any loss or destruction of samples even after their receipt at its laboratories.

8.4 The customer warrants and represents to PASS that all samples sent to PASS for analysis are safe and in a stable condition and undertakes to indemnify PASS for any losses, injuries, claims and costs which PASS, or its personnel, may suffer as a result of any sample not being in a safe or stable condition, notwithstanding that the customer may have given an indication on the sample or any order form of any perceived problem with the sample. The customer must always inform PASS in writing prior to shipment and label the packaging, samples and/ or containers appropriately, if the samples are dangerous or otherwise of a hazardous nature. Where notified by the customer in writing in advance, PASS shall maintain a written record of the chain of custody of any formal samples that it receives as part of the service.

8.5 Unless explicitly agreed in writing by all parties, the contractual relationship shall be between exclusively the customer and PASS. There shall be no third party beneficiary or collateral warranty relating to any order and the customer shall indemnify and hold PASS harmless from and against any and all third party claims in any way relating to the customer or to the order by the customer.

9 Limitation of Liability

9.1 Except to the extent that such limitations are not permitted or void under applicable law and subject at all times to clause 9.2: (a) PASS (together with its workers, office clerks, employees, representatives, managers, officers, directors, agents and consultants and all PASS partners and affiliates, the "PASS Indemnifying Parties") shall be liable only for the proven direct and immediate damage caused by the PASS Indemnifying Party's breach of its obligations under these Terms and Conditions in connection with the performance of an order and then, only if PASS has received written notice thereof not later than six (6) months after the date of the customer's knowledge of the relevant claim (unless any longer period is prescribed under applicable law and cannot be contractually limited), and (b) in all cases (whether arising under contract, tort, negligence, strict liability, through indemnification or otherwise), the PASS Indemnifying Parties' aggregate liability in respect of all or any claims in relation to an order, and the customer's exclusive remedy, with respect to PASS' services which fall under these Terms and Conditions, shall be limited to the lesser of: (i) the direct and immediate loss or damage caused by the PASS Indemnifying Party's breach of its obligations under these Terms and Conditions in connection with the performance of the order and (ii) ten times the amount PASS actually received from the customer in relation

to the order up to fifty thousand pounds sterling (£50,000).

9.2 The PASS Indemnifying Parties shall not be liable for any of the following: (i) loss of business profits; or (ii) depletion of goodwill or other similar losses; or (iii) loss of business opportunities; or (iv) loss of contracts; or (v) loss of revenue; or (vi) loss of anticipated savings; or (vii) loss of or damage to data; or (viii) for any special indirect or consequential losses, costs, charges, expenses or damages incurred by the customer or by any third party. However, the PASS Indemnifying Parties only exclude and limit their liability as permitted by applicable law. The PASS Indemnifying Parties do not exclude or limit their liability for death or personal injury caused by their negligence, for their fraudulent misrepresentation or for breach of implied terms under any applicable statute regarding PASS' right to transfer good title (subject at all times to clause 7).

9.3 It is a condition of PASS' acceptance of an order that the customer indemnifies the PASS Indemnifying Parties for any losses, injuries, claims and costs which the PASS Indemnifying Parties may suffer as a result of arising from or in any way connected with its role under or services or products or software provided pursuant to these Terms and Conditions, except to the extent that the PASS Indemnifying Parties are required to bear them according to these Terms and Conditions, and by placing an order the customer agrees to provide that indemnification.

10. Repeated Analysis

Objections to test results can be made within one month after the customer receives the results. The customer shall bear the costs of all repeat testing or review (including sampling, transportation, analytical and disposal costs for the repeat analysis). Furthermore, a repeated analysis will be possible only if PASS has a sufficient amount of the original sample on hand when it receives the customer's objection.

11. Force Majeure

PASS cannot be held liable for delays, errors, damages or other problems caused by events or circumstances which are unforeseen or beyond PASS' reasonable control, or which result from compliance with governmental requests, laws and regulations.

12. Confidentiality & Processing of Customer Data

12.1 PASS shall be entitled to save and process personal or commercial data received from the customer in any way, no matter whether such data stems from the customer directly or from a third party and shall use commercially reasonable efforts to keep such data confidential, in compliance with applicable law. PASS shall not use any personal data (within the meaning of the Data Protection Act 1998) received from the customer as part of a service for any purposes other than to provide the service or as otherwise required or permitted by law.

12.2 PASS shall use commercially reasonable efforts to keep all analysis results and service reports confidential, subject to PASS' rights set forth in clause 7.2 the right to use them in order to demonstrate its entitlement to payment for services rendered and the requirement to disclose certain information as required by law, by any governmental or other regulatory authority (including, without limitation the Trading Standards Office) or by a court or other authority of competent jurisdiction provided that, to the extent it is legally permitted to do so, it gives the customer as much notice of such disclosure as possible.

12.3 Analysis results are prepared and supplied exclusively for the use of the customer and should not be divulged to a third party without the prior written agreement of PASS or as otherwise required by law, by any governmental or other regulatory authority (including, without limitation, the Trading Standards

Office) or by a court or other authority of competent jurisdiction. In addition, the customer is required to maintain secrecy concerning all services provided by PASS and their results as well as the composition of products and software delivered by PASS. Analysis results are not to be publicly disclosed or exploited without the prior written consent of PASS or as otherwise permitted under this clause 12.3. The customer (irrespective of any written consent for disclosure that may be given by PASS) (a) remains responsible for any consequences due to the divulgence of such results to a third party and any reliance of such third party on such results and (b) hereby agrees to indemnify the PASS Indemnified Parties against any liability which the PASS Indemnified Parties may incur as a result of such divulgence or any such third party reliance.

13. Disclaimer and Miscellaneous

13.1 **EXCEPT AS EXPRESSLY SET OUT IN THESE TERMS AND CONDITIONS, ALL CONDITIONS, WARRANTIES AND OTHER TERMS (INCLUDING ANY IMPLIED WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) AS TO THE MANNER, QUALITY AND TIMING OF THE TESTING SERVICE AND RESULTS, EQUIPMENT, PRODUCTS OR SOFTWARE SUPPLIED BY PASS ARE EXCLUDED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. THE WARRANTIES, OBLIGATIONS AND LIABILITIES OF PASS CONTAINED IN THESE TERMS AND CONDITIONS ARE EXCLUSIVE.**

13.2 These Terms and Conditions may be modified in writing from time to time by PASS and orders will be governed by the most recent version of these Terms and Conditions that is in effect at the time PASS accepts the order.

13.3 Should a court waive, limit or hold to be invalid, illegal or unenforceable any part of these Terms and Conditions, all other parts shall still apply to the greatest extent possible.

13.4 Failure by either PASS or the customer to exercise the rights under these Terms and Conditions shall not constitute a waiver or forfeiture of such rights.

13.5 Except as expressly set out in these Terms and Conditions, a person who is not a party to this contract shall not have any rights under or in connection with it.

14. Governing Law/ Jurisdiction

14.1 The construction, validity and performance of these Terms and Conditions and any contract which incorporates these Terms and Conditions shall be governed by the laws of England and the commercial courts of England shall have exclusive jurisdiction over any disputes.