



Construction & Project Management

December 2009

Terms and Conditions

1.0- Contract.

All orders accepted by IGLOO may not be altered under any circumstances except with the written agreement of a company signatory.

- 1.1 The contents of this contract apply to both Products & Services supplied by this Company.
- 1.2 Verbal orders will only be accepted at the absolute discretion of the company.
- 1.3 Quotations are invitations for the supply of services by the company i.e.: IGLOO.
- 1.4 The customer shall be responsible for ensuring the accuracy of all information within the order including where applicable design drawings, plans and any other necessary information relating to the supply of products & service(s) by the company.
- 1.5 Any claims with regard to damage(s) caused by the undertakings of the company must be made in writing to the companies trading address with-in twenty four hours of the incident occurring. This item does not affect the client's rights under the Customer charter.
- 1.6 The customer shall be responsible for providing any health and safety information with regard to harmful & hazardous materials or waste including chemicals that company operatives could be exposed to during the working operation/ on sites.
- 1.7 Sub-contractors shall conform to IGLOO's Health & Safety and will inform any concerns they may have prior to start of the contract.

2.0-Payment of services

The credit terms must be agreed with an IGLOO signatory, please note that all payments are due within 14 days of an invoice being received in which the services were provided by the company.

- 2.1 Terms of payments will be agreed with the clients at the beginning of any contracts.
- 2.2 Should the company agree to accept payment by credit card, this method is subject to a 2.5% surcharge.
- 2.3 Credit facilities may be withdrawn at any time at the discretion of the company.
- 2.4 You may not withhold payment of any invoice or other amount due to us for any reason including that of a counter claim you may have or allege to have against the company unless with the agreement of a company signatory.

3.0-Non payment

Should you fail to pay for the products or services that have been provided by the company or you become *insolvent*, you will have committed a breach of this contract we shall be entitled to do one of the following.

- 3.1 Recover all monies owed by the use of a debt recovery agency, you the customer will be liable for all costs incurred during and after the debt recovery process.
- 3.2 Cancel and suspend all services to you under any contract without any liability until all outstanding monies have been paid to the company.
- 3.3 Require payment in cleared funds in the advance of any further services provided by the company.