

TERMS & CONDITIONS

1. INTERPRETATION

The following definitions and rules of interpretation apply in these Conditions:

1.1 Definitions:

AJT: Jones Enterprises Ltd incorporated and registered in England and Wales with company number 08409933 trading as Anja Jones Translation.

Business Day: a day (other than a Saturday, Sunday or public holiday) when banks in London are open for business.

Charges: the charges payable by the Customer for the supply of the Services in accordance with clause 5.

Commencement Date: has the meaning set out in clause 2.2.

Conditions: these terms and conditions as amended from time to time in accordance with clause 18.

Contract: the contract between AJT and the Customer for the supply of Services in accordance with these Conditions.

Customer: the person or firm who purchases Services from AJT.

Deliverables: the deliverables set out in the Translation Request produced by AJT for the Customer.

Intellectual Property Rights: patents, rights to inventions, copyright and related rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Services: the services, including the Deliverables, supplied by AJT to the Customer as set out in the Translation Request.

Translation Request: the request made by the Customer to AJT to provide the Services;

Word Fee Amount: the cost charged per word that is translated during the performance of the Services as set out in the Translation Request.

1.2 Rules of interpretation:

- (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 statutory 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; and

- (e) a reference to **writing** or **written** includes faxes and e-mails.

2. BASIS OF CONTRACT

The Translation Request constitutes an offer by the Customer to purchase Services in accordance with these Conditions.

The Translation Request shall only be deemed to be accepted when AJT issues written acceptance of the Translation Request at which point and on which date the Contract shall come into existence (the "**Commencement Date**").

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 AJT which is not set out in the Contract.

Any samples, drawings, descriptive matter or advertising issued by AJT, and any descriptions or illustrations contained in AJT's catalogues or brochures, are issued or published for the sole purpose of giving an approximate idea of the Services described in them. They shall not form part of the Contract or have any contractual force.

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.

3. SUPPLY OF SERVICES

AJT shall supply the Services to the Customer in accordance with the Translation Request in all material respects.

AJT shall use all reasonable endeavours to meet any performance dates specified in the Translation Request, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.

AJT shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement, or which do not

materially affect the nature or quality of the Services,5.4 and AJT shall notify the Customer in any such event.

3.4 AJT warrants to the Customer that the Services will be provided using reasonable care and skill.

4. CUSTOMER'S OBLIGATIONS

4.1 The Customer shall:

- (a) ensure that the terms of the Translation Request and any information it provides in the Translation Request are complete and accurate; 5.5
- (b) co-operate with AJT in all matters relating to the Services;
- (c) provide the AJT, its employees, agents, consultants and subcontractors, with access5.6 to the Customer's online content management system and other facilities as reasonably required by AJT;
- (d) provide AJT with such information and materials as AJT may reasonably require in order to supply the Services, and ensure that such information is accurate in all material respects; and
- (e) obtain and maintain all necessary licences, permissions and consents which may be required before the date on which the Services are to start. 5.7

4.2 If AJT's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform6. any relevant obligation ("**Customer Default**"): 6.1

- (a) AJT shall without limiting its other rights or remedies have the right to suspend performance of the Services until the Customer remedies the Customer Default,6.2 and to rely on the Customer Default to relieve it from the performance of any of its obligations to the extent the Customer Default prevents or delays AJT's performance of any of its obligations; 7.
- (b) AJT shall not be liable for any costs or losses sustained or incurred by the Customer arising7.1 directly or indirectly from AJT's failure or delay to perform any of its obligations as set out in this clause 4.2; and
- (c) the Customer shall reimburse AJT on written demand for any costs or losses sustained or incurred by AJT arising directly or indirectly from the Customer Default.

5. CHARGES AND PAYMENT

5.1 The Charges for the Services shall be on a time and materials basis unless otherwise set out in the Translation Request.

5.2 The Charges shall be calculated in accordance with the Word Fee Amount as detailed in the Translation Request. 7.2

5.3 AJT shall invoice the Customer as set out in the Translation Request.

The Customer shall pay each invoice submitted by AJT:

- (a) within 30 days of the date of the invoice; and
- (b) in full and in cleared funds to a bank account nominated in writing by AJT, and

time for payment shall be of the essence of the Contract.

All amounts payable by the Customer under the Contract are exclusive of amounts in respect of value added tax chargeable for the time being (**VAT**). Where any taxable supply for VAT purposes is made under the Contract by AJT to the Customer, the Customer shall, on receipt of a valid VAT invoice from AJT, pay to AJT such additional amounts in respect of VAT as are chargeable on the supply of the Services at the same time as payment is due for the supply of the Services.

If the Customer fails to make any payment due to AJT under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 4% per cent per annum above Barclay 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.

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 its other rights or remedies, set off any amount owing to it by the Customer against any amount payable by the Supplier to the Customer.

INTELLECTUAL PROPERTY RIGHTS

AJT assigns to the Customer, with full title guarantee and free from all third party rights, all Intellectual Property Rights in the Deliverables.

AJT shall obtain waivers of all moral rights in the Deliverables to which any individual is now or may be at any future time entitled under Chapter IV of Part I of the Copyright Designs and Patents Act 1988 or any similar provisions of law in any jurisdiction.

CONFIDENTIALITY

A party (the "**Receiving Party**") shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to, or otherwise obtained by, the Receiving Party by the other party (the "**Disclosing Party**"), its employees, agents or subcontractors, and any other confidential information concerning the Disclosing Party's business, customers, products or its services which the Receiving Party may obtain. The Receiving Party shall restrict disclosure of such confidential information to such of its employees, agents or subcontractors as need to know it for the purpose of discharging the Receiving Party's obligations under the Contract, and shall ensure that such employees, agents or subcontractors are subject to obligations of confidentiality corresponding to those which bind the Receiving Party.

The provisions of this clause 7 shall not apply to any Confidential Information that:

- (a) is or becomes generally available to the public (other than as a result of its disclosure by the Receiving Party or its representatives in breach of this clause 7); 8.3
- (b) was available to the Receiving Party on a non-confidential basis before disclosure by the Disclosing Party; 8.4
- (c) was, is, or becomes available to the Receiving Party on a non-confidential basis from a person who, the the Receiving Party's knowledge, is not bound by a confidentiality agreement with the Disclosing Party or otherwise prohibited from disclosing the information to the Receiving Party; 9.2
- (d) the parties agree in writing is not confidential or may be disclosed; or
- (e) is developed by or for the Receiving Party independently of the information disclosed by the Disclosing Party.

fees actually received by AJT in respect of the Contract.

The terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

This clause 8 shall survive termination of the Contract.

TERMINATION

Without limiting its other rights or remedies, either party may terminate the Contract by giving the other party one month's written notice.

Without limiting its other rights or remedies, either party may terminate the Contract with immediate effect by giving written notice to the other party if:

- (a) the other party commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within five days of that party being notified in writing to do so;
- (b) the other party 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;
- (c) the other party 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 a company) for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- (d) 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 that other party (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- (e) the other party (being an individual) is the subject of a bankruptcy petition or order;
- (f) a creditor or encumbrancer of the other party 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;
- (g) 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

7.3 AJT agrees to:

- (a) exercise the same degree of care as they accord to their own confidential information but in no case less than reasonable care; and
- (b) to use confidential information provided to them by the Customer only for the performance of the Services and not for AJT's own benefit.

7.4 Information is deemed confidential if, given the nature of the Customer's business, a reasonable person would consider such information confidential.

7.5 This clause 7 shall survive termination of the Contract

8. LIMITATION OF LIABILITY: THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE

8.1 Nothing in these Conditions shall limit or exclude AJT's liability for:

- (a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation; or
- (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).

8.2 Subject to clause 8.1:

- (a) AJT shall under no circumstances whatsoever 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
- (b) AJT'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 the total amount of

administrator is given or if an administrator is appointed over the other party (being a company);

- (h) the holder of a qualifying floating charge over the assets of that other party (being a company) has become entitled to appoint or has appointed an administrative receiver;
- (i) a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;
- (j) any event occurs or proceeding is taken with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 9.2(b) to clause 9.2(i) (inclusive);
- (k) the other party suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of its business;
- (l) the other party's financial position deteriorates to such an extent that in AJT's opinion the Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or
- (m) the other party (being an individual) dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his own affairs or becomes a patient under any mental health legislation.

9.3 Without limiting its other rights or remedies, AJT may terminate the Contract with immediate effect by giving written notice to the Customer if the Customer fails to pay any amount due under this Contract on the due date for payment and fails to pay all outstanding amounts within 30 days after being notified in writing to do so.

9.4 Without limiting its other rights or remedies, AJT may suspend provision of the Services under the Contract or any other contract between the Customer and AJT if the Customer becomes subject to any of the events listed in clause 9.2(b) to clause 9.2(m), or AJT 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.

10. CONSEQUENCES OF TERMINATION

On termination of the Contract for any reason:

- (a) the Customer shall immediately pay to AJT all of AJT's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, AJT shall submit an invoice, which shall be payable by the Customer immediately on receipt;
- (b) the Customer shall immediately stop using all Deliverables which have been delivered but have not been fully paid for. If the Customer fails to do so, then AJT may enter the Customer's premises and take possession of them. Until they have been returned, the Customer shall be solely responsible for their

safe keeping and will not use them for any purpose not connected with this Contract;

- (c) the accrued rights, remedies, obligations and liabilities of the parties as at expiry or termination shall be unaffected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry; and
- (d) clauses which expressly or by implication survive termination shall continue in full force and effect.

FORCE MAJEURE

For the purposes of this Contract, **Force Majeure Event** means an event beyond the reasonable control of AJT including but not limited to strikes, lock-outs or other industrial disputes (whether involving the workforce of AJT or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.

AJT shall not be liable to the Customer as a result of any delay or failure to perform its obligations under this Contract as a result of a Force Majeure Event.

If the Force Majeure Event prevents AJT from providing any of the Services for more than four weeks, AJT shall, without limiting its other rights or remedies, have the right to terminate this Contract immediately by giving written notice to the Customer.

ASSIGNMENT AND OTHER DEALINGS

- (a) AJT may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights under the Contract and may subcontract or delegate in any manner any or all of its obligations under the Contract to any third party or agent.
- (b) The Customer shall not, without the prior written consent of AJT, 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.

13. 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 e-mail.
- (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 13(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 e-mail, 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.

(including non-contractual disputes or claims), shall be governed by, and construed in accordance with the law of England and Wales.

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).

14. 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 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.

15. WAIVER

A waiver of any right under the Contract or law is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent breach or default. No failure or delay by a party in exercising 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 its 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.

16. NO PARTNERSHIP OR AGENCY.

Nothing in the Contract is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, nor constitute either party the agent of the other for any purpose. Neither party shall have authority to act as agent for, or to bind, the other party in any way.

17. THIRD PARTIES.

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

18. 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 agreed in writing and signed by AJT.

19. GOVERNING LAW.

This Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation