



**ROOFS**

**WALLS**

**FLOORS**

## **WELCOME** to EcoTherm Insulation

EcoTherm Insulation (UK) Ltd is one of the UK's largest rigid polyisocyanurate (PIR) thermal insulation suppliers. In addition to a standard range of insulation boards EcoTherm produce speciality products, designed to cut costs and time from projects. EcoTherm's product range covers the entire building envelope and is suitable for flat and pitched roofs, walls, floors and ceilings. The extended performance lifespan of the insulation boards mean they are ideally suited to insulate all parts of homes, flats, offices, retail and commercial premises and also for retrofit. Manufactured under a management system certified to ISO 9001: 2008, ISO 14001: 2004 and BS OHSAS 18001: 2007, EcoTherm's boards are recognised for their compressive strength, low weight, ease of installation and dimensional stability.

EcoTherm's Technical Services team provides a comprehensive advice service for stockists, membrane manufacturers, contractors and specifiers. The team are available to assist with product queries, provide U-value calculations, Condensation Risk Analysis and general specification and application advice. EcoTherm is proud to provide these services from its Head Office in Essex along with our first class customer service and marketing support.

## EcoTherm and the **Environment**

EcoTherm is dedicated to being environmentally responsible by minimising energy consumption. Its products are among the most efficient and effective means of minimising energy loss from buildings. Achieving ISO 14001: 2004 accreditation reflects EcoTherm's commitment to environmental sustainability.

EcoTherm Insulation products are manufactured with a CFC and HCFC-free blowing agent, that has zero ozone depletion potential (ODP) and a low global warming potential (GWP).



Assessed to ISO 9001: 2008 & OHSAS 18001  
LPCB Cert No. 208



## ECOTHERM TERMS AND CONDITIONS OF SALE

This Contract is between the Buyer (as specified in the EcoTherm Order Confirmation) and EcoTherm (as defined in these Conditions).

### 1 Interpretation

**1.1** In these Conditions including the EcoTherm Order Confirmation unless the context otherwise requires, the following words have the following meanings:

"EcoTherm": EcoTherm Insulation Limited (Registered in England & Wales No 1873816)

"Buyer": The person as specified in the EcoTherm Order Confirmation who agrees to purchase the Goods from EcoTherm and to whom EcoTherm agree to sell the Goods.

"Conditions": The terms and conditions of sale of EcoTherm set out in this document and includes any special terms and conditions agreed in writing between the Buyer and EcoTherm in accordance with the procedure set out in these Conditions.

"Contract": The contract for purchase and sale of the Goods by the Buyer from EcoTherm.

"Delivery address": The address where the Goods are to be delivered by EcoTherm (if EcoTherm are to deliver) more specifically as detailed in the EcoTherm Order Confirmation, and if none is specified then the Buyer shall collect the Goods from EcoTherm at a location nominated by EcoTherm.

"Delivery Constraint": Any and all limitations preventing free access of standard length articulated vehicles from the point of manufacture or storage of the Goods by EcoTherm to the unloading location on the Delivery address more specifically as set out by the Buyer in the EcoTherm Order Confirmation.

"Delivery Price": The cost of carriage of the Goods from the place of manufacture or storage by EcoTherm to the Delivery address if EcoTherm are to deliver the Goods to the Delivery address.

"Estimated Delivery Date(s)": The date or dates as specified in the EcoTherm Order Confirmation when EcoTherm shall endeavour to deliver the Goods to the Delivery address.

"Force Majeure": Any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors.

"Goods": Manufactured building and insulation products, building and insulation systems or ancillaries which EcoTherm is supplying to the Buyer in accordance with these Conditions, and as more specifically set out in the EcoTherm Order Confirmation.

"Goods Price": The price for the Goods "ex works" at the location that EcoTherm shall manufacture or store the Goods.

"EcoTherm Order Confirmation": Document issued by EcoTherm with details of the Goods ordered and Buyer details which the Buyer must sign, date, acknowledge and return to EcoTherm.

"Total Price": The sum of the Goods Price and the Delivery Price (if any).

"Writing": Includes letter, text, cable, facsimile transmission and communication by email but only when in accordance with these Conditions.

**1.2** Any reference in these conditions to any provision of a statute shall be construed as a reference to that provision as amended, re-enacted or extended at the relevant time.

**1.3** The headings in these Conditions are for reference only and shall not affect their interpretation.

### 2 Basis of the Sale

**2.1** EcoTherm shall sell and the Buyer shall purchase the Goods for the Total Price in accordance with these Conditions, which shall govern the Contract to the exclusion of any other terms and conditions subject to which any such quotation is accepted or purported to be accepted, or any such order is made or purported to be made, by the Buyer.

**2.2** No purported variation to these Conditions, or any subsequent variation shall be binding on EcoTherm unless agreed in writing (which in this case shall include email) by the head of the legal department for the time being of Kingspan or a Main Board Director of EcoTherm and agreed in writing by the authorised representative of the Buyer.

**2.3** EcoTherm's employees or agents are not authorised to make any representations or warranties concerning the Goods unless confirmed by EcoTherm in Writing. In entering into the Contract the Buyer acknowledges that it does not rely on any such representations which are not so confirmed.

**2.4** Any typographical, clerical or other error or omission in any sale literature, quotation, price list, acceptance of offer, invoice or other document or information issued by EcoTherm shall be subject to correction without any liability on the part of EcoTherm.

**2.5** The Buyer has not signed the EcoTherm Order Confirmation then acceptance of the Goods (even if later rejected by the Buyer) in accordance with these Conditions shall constitute agreement by the Buyer to these Conditions and to the terms of the Contract.

**2.6** Any advice or recommendations given by EcoTherm or its employees or agents to the Buyer or its employees or agents as to storage, application, installation or use of the Goods, which is not confirmed in writing by EcoTherm, is followed or acted upon entirely at the Buyer's own risk, and accordingly EcoTherm shall not be liable for any such advice or recommendation which is not so confirmed.

### 3 Orders & Specifications

**3.1** No order submitted by the Buyer shall be deemed to be accepted by EcoTherm and no contract shall come into effect between the Parties unless and until confirmed and acknowledged in writing by EcoTherm.

**3.2** The Buyer shall be responsible to EcoTherm for ensuring the accuracy of the information submitted by the Buyer given in the EcoTherm Order Confirmation, and for giving EcoTherm any further necessary information relating to the Goods within a sufficient time to enable EcoTherm to perform the Contract in accordance with its terms.

**3.3** The quantity, quality and description of and any specification for the Goods shall be those set out in the EcoTherm Order Confirmation.

**3.4** If the Goods are to be manufactured or any process is to be applied to the Goods by EcoTherm in accordance with a specification submitted by the Buyer, the Buyer shall indemnify EcoTherm against all loss, damages, costs and expenses awarded against or incurred by EcoTherm in connection with or paid or agreed to be paid by EcoTherm in settlement of any claim for infringement of any patent, copyright, design, trademark or other industrial or intellectual property rights of any other person which results from EcoTherm's use of the Buyer's specification.

**3.5** EcoTherm reserves the right to make any changes in the specification of the Goods which are required to conform to any applicable safety or other statutory requirements or which do not materially affect their quality or performance.

**3.6** Where EcoTherm manufactures a bespoke product or the Goods are not of a standard size usually produced by EcoTherm then the Buyer shall pay the Total Price in advance of any acceptance of the Order by EcoTherm.

### 4 Price of the Goods

**4.1** The Buyer shall pay the Total Price of the Goods to EcoTherm. EcoTherm may quote a price for the Goods. All such prices quoted are valid for 30 days only and are on an ex-works basis after which time they may be altered by EcoTherm without giving notice to the Buyer.

**4.2** EcoTherm reserve the right, by giving notice to the Buyer at any time before delivery, to increase the Total Price to reflect any increase in the cost of raw material or delivery cost to EcoTherm which is due to any factor beyond the control of EcoTherm.

**4.3** If the cost of manufacture, storage or delivery of the Goods is increased as a result of the Buyer changing the Estimated Delivery Date, quantity or specification for the Goods or where there is any delay resulting from any change of instructions of the Buyer or a failure of the Buyer to give EcoTherm adequate information or instructions (including any failure to advise EcoTherm of any Delivery Constraint) then EcoTherm reserves the right to increase the Total Price to reflect such increase in cost and EcoTherm will give notice to the Buyer at any time before delivery of the Goods of such increase in Total Price.

**4.4** The Total Price is exclusive of any applicable Value Added Tax, or other State or local taxes, which the Buyer shall be legally liable to pay to EcoTherm, and the Buyer shall pay such taxes to EcoTherm.

**4.5** The cost of any pallets or returnable containers or ancillaries will be charged to the Buyer in addition to the Total Price if they are required to ensure safe delivery of the Goods but full credit will be given to the Buyer provided they are returned undamaged to EcoTherm within seven days of delivery.

### 5 Terms of Payment

**5.1** EcoTherm shall be entitled to invoice the Buyer for the Total Price (or, at EcoTherm's sole direction the Goods Price or the Delivery Price) at any time after the Contract is entered into.

**5.2** Within 30 days of the end of the month of the date of EcoTherm's invoice, the Buyer shall pay the invoiced sum even if delivery has not taken place and the property in the Goods has not passed to the Buyer. Where the payment days differ from those above these will be stated in the Buyer's credit terms with EcoTherm.

**5.3** If the Buyer fails to pay the total of any sum invoiced by EcoTherm on the due date stated on the invoice then EcoTherm shall be entitled to:

**5.3.1** terminate the Contract with immediate effect and/or suspend any further deliveries to the Buyer;

**5.3.2** appropriate any payment made by the Buyer to such of the Goods (or Goods supplied under any other Contract between the Buyer and EcoTherm) as EcoTherm may think fit (notwithstanding any purported appropriation by the Buyer);

**5.3.3** charge the Buyer interest (both before and after any judgement) on the amount unpaid, at the rate of 5% per annum above Barclays Bank Plc base rate from time to time, until payment in full is made with interest to be charged on a daily basis.

**5.4** EcoTherm will not exercise their right to cancel the Contract under clause 5.3 without first notifying the Buyer that he has failed to make payment in full in accordance with these terms of payment and allowing the Buyer three working days from the date of the notification to make the payment in full. EcoTherm may give this notification in writing or orally (including by telephone);

**5.5** The Buyer makes payment later than the time for delivery of the Goods may be extended by EcoTherm by the same period as the payment was late.

### 6 Delivery

**6.1** Delivery of the Goods shall be made by EcoTherm to the Delivery address. Deliveries will be made using articulated vehicles as the standard method of delivery, however, EcoTherm may use other vehicle types at EcoTherm's discretion. If the Buyer has a specific vehicle requirement or if there are any limitations on the size of vehicle used for delivery this must be specified by the Buyer as a Delivery Constraint in the EcoTherm Order Confirmation.

**6.2** Time and date for delivery shall not be of the essence unless previously agreed by EcoTherm in writing. EcoTherm will endeavour to deliver the Goods on the Estimated Delivery Date(s) but the Goods may be delivered by EcoTherm in advance of the Estimated Delivery Date(s) upon giving reasonable notice to the Buyer.

**6.3** EcoTherm may elect to deliver the Goods in instalments and, where the Goods are to be delivered in instalments, failure by EcoTherm to deliver any one or more of the instalments shall not entitle the Buyer to treat the Contract as a whole as repudiated.

**6.4** If EcoTherm fails to deliver the Goods (where time is of the essence) for any reason other than Force Majeure or any cause beyond EcoTherm's reasonable control or the Buyer's fault, and EcoTherm is accordingly liable to the Buyer, EcoTherm's liability shall be limited to the excess (if any) of the cost to the Buyer (in the cheapest alternative market) of goods of similar specification to the Goods to replace those not delivered over the Total Price of the Goods.

**6.5** If the Buyer fails to take delivery of the Goods or fails to give EcoTherm adequate delivery instructions at the time stated for delivery then, EcoTherm may:

**6.5.1** store the Goods until actual delivery and charge the Buyer for the reasonable costs (including insurance) of storage; or

**6.5.2** sell the Goods at the best price readily obtainable and (after deducting all reasonable storage, insurance and selling expenses) charge the Buyer for any balance due to make payment up to the Total Price.

### 7 Risk & Property

**7.1** Risk of damage to or loss of the Goods shall pass to the Buyer at the time of delivery at the Delivery address (where EcoTherm is to deliver the Goods to the Delivery address) or at EcoTherm's works (where the Buyer is to collect the Goods) or, if the Buyer wrongfully fails to take delivery of the Goods, the time when EcoTherm has tendered delivery of the Goods.

**7.2** Notwithstanding delivery and the passing of risk in the Goods, or any other provision of these Conditions, the property in the Goods shall not pass to the Buyer until EcoTherm has received in cash or cleared funds payment in full of the Total Price and all other goods under any other contract agreed to be sold by EcoTherm to the Buyer for which payment is then due.

**7.3** Until such time as the property in the Goods passes to the Buyer, the Buyer shall hold the Goods as EcoTherm's fiduciary agent, and bailee, and shall keep the Goods separate from those of the Buyer and third parties and properly stored, protected and insured and identified as EcoTherm's property.

**7.4** Until such time as the property in the Goods passes to the Buyer (and provided the Goods are still in existence and have not been resold) EcoTherm shall be entitled at any time to require the Buyer to deliver up the Goods to EcoTherm and EcoTherm shall be entitled to enter upon any premises of the Buyer or any third party where the Goods are stored and repossess the Goods.

**7.5** The Buyer shall not be entitled to pledge or in any way charge by way of security for any indebtedness any of the Goods which remain the property of EcoTherm.

**7.6** The Buyer shall not be entitled to withhold payment of any amount payable under the Contract to EcoTherm because of any disputed claim of the Buyer in respect of defective Goods or any other breach of the Contract nor shall the Buyer be entitled to set off against any amount payable under the Contract to EcoTherm any monies which are not then presently payable by EcoTherm for which EcoTherm is not liable.

### 8 Warranties & Liability

**8.1** Subject to the conditions set out below EcoTherm warrants that at the time of delivery the Goods will correspond with their specification and will be free from defects in material and workmanship for a period of six months from the date of their initial use or six months from delivery, whichever is the first to expire.

**8.2** The above warranty is given by EcoTherm subject to the following conditions:

**8.2.1** EcoTherm shall be under no liability in respect of any defect in the Goods arising from any drawing, design or specification supplied by the Buyer or any failure by the Buyer to install the Goods correctly or failure to comply with EcoTherm's installation guidelines issued from time to time. For the avoidance of doubt, EcoTherm is a supplier of Goods and has no input into the design of any project which the Goods may be incorporated into;

**8.2.2** EcoTherm shall be under no liability in respect of any defect arising from fair wear and tear, willful damage, negligence, abnormal working conditions, failure to follow EcoTherm's instructions (whether oral or in writing), misuse, alteration or repair of the Goods without EcoTherm's approval;

**8.2.3** EcoTherm shall be under no liability for colour degradation in any materials or components incorporated in the Goods or used in their manufacture;

**8.2.4** EcoTherm shall be under no liability under the above warranty (or any other warranty, condition or guarantee) if the Total Price has not been paid by the due date for payment;

**8.2.5** If the Buyer makes any material alteration to any of the Goods without EcoTherm's prior written approval then all warranties in the Goods either express or implied shall immediately become void.

**8.3** The above warranty does not extend to parts, materials or equipment incorporated in the Goods but manufactured by EcoTherm, or otherwise in respect of which the Buyer shall be entitled only to the benefit of any such warranty or guarantee as is given by the manufacturer to EcoTherm.

**8.4** Subject as expressly provided in these Conditions, all warranties, representations, statements, conditions or other terms implied by statute or common law or otherwise are excluded to the fullest extent permitted by law.

**8.5** The Buyer shall within 7 days of the arrival of each delivery of the Goods, notify EcoTherm in writing of any defect by reason of which the Buyer alleges that the Goods delivered are not in accordance with the specification and which should be apparent on reasonable inspection.

**8.6** If either party is affected by Force Majeure it shall promptly notify the other party of the nature and extent of the circumstances in question.

**8.7** Notwithstanding any other provision of this Agreement neither party shall be deemed to be in breach of this Agreement, or otherwise be liable to the other, for any delay in performance or the non-performance of any of its obligations under this Contract, to the extent that the delay or non-performance is due to any Force Majeure of which it has notified the other party, and the time for performance of that obligation shall be extended accordingly.

**8.8** If at any time EcoTherm claims Force Majeure in respect of its obligations under this Agreement with regard to the supply of the Goods, EcoTherm shall be entitled to obtain from any other person such quantity of the Goods as EcoTherm is unable to supply and EcoTherm shall be entitled to supply those goods to the Buyer and the Buyer shall not be entitled to reject those goods on the basis that they have not been manufactured by EcoTherm.

**8.9** As a condition precedent to any claim by the Buyer which is based on any defect in the quality or condition of the Goods or their failure to correspond with specification the Buyer shall notify EcoTherm within 7 days after discovery of the defect or failure. If the Buyer does not notify EcoTherm in writing accordingly, the Buyer shall be deemed to accept the Goods and EcoTherm shall have no liability for any such defect or failure, and the Buyer shall be bound to pay the Total Price as if the Goods have been in accordance with the Contract and any specification.

**8.10** Where any valid claim in respect of any of the Goods which is based on any defect in the quality or condition of the Goods or their failure to meet specification is notified to EcoTherm in accordance with these Conditions, EcoTherm shall be entitled to repair or replace the Goods (or the part in question) or at EcoTherm's sole discretion, refund to the Buyer the Total Price where all of the Goods are defective (or a proportionate part of the Goods Price where not all the Goods are defective) but EcoTherm shall have no further liability to the Buyer.

**8.11** Except in respect of death or personal injury caused by EcoTherm's negligence EcoTherm shall not be liable to the Buyer for any indirect, special, incidental, economic or consequential loss or damage including, without limitation, loss or damage incurred as a result of loss of time, loss of savings, loss of data, loss of goodwill, loss of business or loss of profits which arise out of or in connection with the supply of the Goods or their use or sale by the Buyer, except as expressly provided in these Conditions and EcoTherm's entire liability for any claim, whether in contract, tort (including negligence) or otherwise, for any loss or damage whatsoever, arising out of or in connection with the Contract or otherwise shall not in any event exceed the Total Price of the Goods in respect of any event or series of connected events.

**8.12** EcoTherm shall not be liable to the Buyer or be deemed to be in breach of the Contract by reason of any delay in performing or failing to perform, any of EcoTherm's obligations in relation to the Goods, if the delay or failure was due to any cause beyond EcoTherm's reasonable control.

### 9 Indemnity

**9.1** If any claim is made against the Buyer that the Goods infringe or that their use or sale infringes the patent, copyright, design, trademark or other industrial or intellectual property rights of any other person, EcoTherm shall indemnify the Buyer against all loss, damages, costs and expenses awarded against or incurred by the Buyer in connection with the claim against the Buyer provided that:

**9.1.1** as a condition precedent to the operation of this indemnity the Buyer notifies EcoTherm of the claim (or threatened claim) within five working days of the Buyer becoming aware (or five days of when the Buyer should reasonably have been aware) of the claims, whichever is earlier.

**9.1.2** EcoTherm is given full control of any proceedings or negotiations in connection with any such claim;

**9.1.3** the Buyer shall give EcoTherm all reasonable assistance for the purposes of any such proceedings or negotiations and shall comply with EcoTherm's requirements and instructions; and

**9.1.4** EcoTherm shall be entitled to the benefit of, and the Buyer shall accordingly account to EcoTherm for, all damages and costs (if any) awarded in favour of the Buyer.

### 10 Insolvency of Buyer

**10.1** This clause applies if:

**10.1.1** the Buyer makes any voluntary arrangement with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction); or

**10.1.2** an encumbrancer takes possession, or a receiver is appointed, of any of the property or assets of the Buyer; or

**10.1.3** the Buyer ceases or threatens to cease, to carry on business; or

**10.1.4** EcoTherm reasonably believes that any of the events mentioned above is about to occur in relation to the Buyer and notifies the Buyer accordingly.

**10.2** If the Buyer is or becomes subject to any of the events mentioned above or if the Buyer is or becomes subject to any further deliveries under the Contract without any liability to the Buyer, and if the Goods have been delivered but not paid for the Total Price shall become immediately due and payable not withstanding any previous agreement or arrangement to the contrary.

**10.3** If any of the above mentioned events occur as outlined in clauses 10.1.1 - 10.1.3, then the Buyer shall inform EcoTherm within 5 business days of such an event occurring. The Buyer is obliged to have adequate insurance run off cover in place for a minimum period of 6 years if any of the events as outlined in clauses 10.1.1 - 10.1.3 occur. If no such cover is in place when a liquidator is appointed then the liquidator is obliged to take out such cover.

### 11 Export Terms

**11.1** In these Conditions "Incoterms" means the International Rules for the Interpretation of Trade Terms of the International Chamber of Commerce as in force at the date when the Contract is made. In the event the Contract otherwise requires, any term or expression which is defined in or given in particular meaning by the provisions of Incoterms shall have the same meaning in these Conditions, but if there is any conflict between the provisions of Incoterms and these Conditions

the latter shall prevail.

**11.2** Where the Goods are supplied for export from the United Kingdom the provisions of this clause 11 shall (subject to any special terms agreed in writing between the Buyer and EcoTherm) apply not withstanding any other provision of these Conditions.

**11.3** The Buyer shall be responsible for complying with any legislation or regulations governing the importation of the Goods into the country of destination and the exportation from the country of manufacture and for the payment of any duties thereon.

**11.4** The Buyer shall be entitled to attend the testing and inspection of the Goods by EcoTherm at EcoTherm's premises before transportation. EcoTherm shall have no liability for any claim in respect of any defect in the Goods which would be apparent on inspection or which are made after shipment, or in respect of any damage during transit.

**11.5** Other than as expressly agreed by EcoTherm, in writing, payment of all amounts due to EcoTherm shall be made by irrevocable letter of credit opened by the Buyer in favour of EcoTherm and confirmed by a bank in the United Kingdom acceptable to EcoTherm.

### 12 Disputes

**12.1** If a dispute or difference arises under this Contract it shall be settled in accordance with the provisions of this clause.

**12.2** When a dispute arises which one of the Parties requires to be settled in accordance with this clause that party shall give a notice in Writing to the other party stating the nature of the dispute and that the provisions of this clause are invoked.

### 12.3 Direct negotiation

**12.3.1** When a Party has given notice under clause 12.2 that a dispute has arisen both Parties shall attempt to settle the dispute amicably by direct negotiation before the commencement of arbitration. Within 28 days of the notice given under clause 12.2 representatives of both Parties shall meet to endeavour to settle the dispute. Both representatives shall have authority of the Party they represent to settle the dispute on the Party's behalf. The meeting may take place face to face or by way of telephone or video-conference or similar by agreement between the Parties. The status of the meeting shall be "without prejudice" unless and until agreement is reached between the representatives. Unless both Parties agree otherwise mediation may be commenced on or after the twenty eighth day after the day on which the notice under clause 12.2 was given, even if no attempt at direct negotiation has been made.

### 12.4 Mediation

**12.4.1** If a dispute or difference arises under this Contract which cannot be resolved by direct negotiations in accordance with clause 12.3 after a period of 28 days then either Party shall give a notice requiring the matter to be referred to mediation;

**12.4.2** Both Parties shall endeavour to settle the matter by mediation.

### 12.5 Arbitration

**12.5.1** Provided that the Parties shall have attempted to settle the dispute in accordance with the procedure set out in this clause as a condition precedent to arbitration, and provided that at least 28 days shall have elapsed since the notice under clause 12.4.1 was given then any dispute or difference between the Parties of any kind whatsoever arising out of or in connection with this Contract shall be referred to arbitration in accordance with the latest version of The London Court of International Arbitration Rules.

**12.5.2** Neither Party may refer a dispute to arbitration unless:

**12.5.2.1** The dispute has previously been referred to Mediation in accordance with clause 12.4; or

**12.5.2.2** A period of 28 days has elapsed since the notice requiring mediation under clause 12.4.1 and there has been no mediation or there has been no settlement of the dispute at that mediation.

### 12.5.3 Conduct of arbitration

Any arbitration shall be conducted in accordance with the latest version of The London Court of International Arbitration Rules.

### 12.5.4 Notice of reference to arbitration

Where either Party notices a dispute or difference to be referred to arbitration, that Party shall serve on the other Party a notice of arbitration, identifying the dispute and requiring the other Party to agree to the appointment of an arbitrator. The Arbitrator shall be an individual agreed by the Parties or, failing such agreement within 14 days (or any agreed extension of that period) after the notice of arbitration is served, appointed on the application of either Party by the President of The London Court of International Arbitration, or other individual authorised by the LCIA to make such appointments.

### 12.5.5 Powers of Arbitrator

The Arbitrator shall, without prejudice to the generality of his powers, have power to rectify this Contract so that it accurately reflects the true agreement made by the Parties, to direct such measurements and/or valuations as may in his opinion be desirable in order to determine the rights of the Parties and to ascertain and award any sum which should be paid by one Party to the other and to determine all matters in dispute which shall be submitted to him.

### 12.5.6 Effect of award

Subject to clause 12.5.7 the award of the Arbitrator shall be final and binding on the Parties save that the Parties agree pursuant to Section 45(2)(a) and Section 69(2)(b) of the Arbitration Act 1996 that either Party may (upon notice to the other Party and to the Arbitrator):

**12.5.6.1** apply to the courts to determine any question of law arising in the course of the reference; and

**12.5.6.2** appeal to the courts on any question of law arising out of an award made in an arbitration under this arbitration agreement.

### 12.5.7 Appeal – questions of law

The Parties hereby agree that either Party may (upon notice to the other Party and to the Arbitrator):

**12.5.7.1** apply to the courts to determine any question of law arising in the course of the reference; and

**12.5.7.2** appeal to the courts on any question of law arising out of an award made in an arbitration under this arbitration agreement.

### 12.5.8 Arbitration Act 1996

The provisions of the Arbitration Act 1996 shall apply to any arbitration under this Contract wherever the same, or any part of it, shall be conducted. The seat of the arbitration shall be London.

### 13 General

**13.1** EcoTherm is a member of the group of companies whose holding company is Kingspan Group Plc, having its registered office at Dublin Road, Kingscourt, Co. Cavan, Ireland and accordingly EcoTherm may perform any of its obligations or exercise any of its rights hereunder by itself or through any other member of its group, provided that any act or omission of any such other member shall be deemed to be the act or omission of EcoTherm.

**13.2** Any notice required to be given to the Buyer under these Conditions shall be in writing addressed to the Buyer at its registered office or principal place of business or last notified email address.

**13.3** Any notice required to be given to EcoTherm shall be in Writing addressed to EcoTherm Insulation Limited, Harvey Road, Burnt Mills Industrial Estate, Basildon, Essex SS13 1QJ, UK, or any other address notified in Writing by EcoTherm to the Buyer.

**13.4** No waiver by EcoTherm of any breach of the Contract by the Buyer shall be considered as a waiver of any subsequent breach of the same or any other provision.

**13.5** If any provision of these Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Conditions and the remainder of the provision in question shall not be affected thereby.

**13.6** The Contract shall be governed by the laws of England & Wales.

### 14 Compliance with anti-bribery & corruption laws

**14.1** The Buyer shall and shall procure that persons associated with it or other persons who are involved in any way with this Contract shall:

**14.1.1** comply with all applicable laws, statutes and regulations including but not limited to anti-bribery and anti-corruption legislation as specifically outlined in the UK Bribery Act 2010.

**14.1.2** not engage in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the UK Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK.

**14.1.3** comply with Kingspan's Anti-Bribery & Corruption Policy as currently in force and any update thereof a copy of which can be found at <http://www.kingspan.com>

**14.1.4** maintain in place throughout the term of this Contract adequate policies and procedures under the UK Bribery Act 2010 and inform EcoTherm immediately in writing in the case of any breach, investigation of prosecution thereunder;

**14.1.5** promptly report to EcoTherm any request or demand for any undue financial or other advantage of any kind received by the Buyer in connection with the performance of this Contract; and

**14.1.6** immediately notify EcoTherm in writing if a foreign public official becomes an officer or employee of the Buyer or acquire a direct or indirect interest in the Buyer (and the Buyer warrants that it has no foreign public officials as officers, employees or direct or indirect

**14.2** For the purpose of this Clause, the meaning of adequate procedures and foreign public official and whether a person is associated with another person shall be determined in accordance with section 7(2) of the UK Bribery Act 2010 (and any guidance issued under section