

CRYSTAL UNITS LIMITED TERMS & CONDITIONS

1. General

1.1 How to interpret this contract. In this contract “we”, “us”, “our”, “the Seller”, “the Company” means Crystal Units Limited Registered Offices at 100 West Hendon Broadway Hendon, London NW9 7AQ. The headings and sub-headings of these terms and conditions are for convenience only and do not form part of the contract.

1.2 The Buyer &/or The Customer Means you or the person who accepts a quotation from us for the sale of Goods and/or Services or whose order for the Goods and/or Services is accepted by us.

1.3 These terms and conditions are important unless otherwise agreed in writing by us and except for terms and conditions implied by law (including consumers’ statutory rights), all quotations are made and all orders are accepted subject to these terms and conditions.

2. When is an order accepted?

2.1 An order becomes confirmed at the point you send us your written order confirmation whether by email or by fax regardless of payment and communication issued confirming receipt of your request.

2.2 We rarely do decide to decline an order but if we do so we will inform you promptly and will issue a full refund.

2.3 Where we have issued a quotation and not withdrawn it our quotation is open for acceptance within the period stated therein or when no period is stated, within 30 days only after its date.

2.4 You may communicate your acceptance of the terms and conditions stipulated in this Contract by writing to us (such communication to be sent to us via recorded delivery mail to our registered offices) or paying a full deposit to us as provided for in our quotation or you may communicate your acceptance to us verbally by telephone or in personal attendance with us.

2.5 Any specifications provided to us will be deemed to be interpreted as width and height respectively however you present the numbers to us. Our acknowledgment of your order will specify what we believe your instructions to be. It is your responsibility to check the acknowledgment and identify any discrepancies with the specification of your order and you must notify us of any discrepancies within the same working day of the date of the acknowledgment. Any drawings you provide will be viewed from outside unless otherwise stated. If you fail to provide us with written communication of any errors to specifications and we process your order according to our understanding, you will remain liable for all our incurred costs to date.

3. Consumers right to cancel

3.1 Subject to the exceptions below, you are bound by the terms of cancellation herein:

3.2 We use our best endeavours to process all orders that are received and accepted within 1 – 2 working days. This means that we will have incurred costs on your behalf as a result of your order. If you wish to cancel your order for any reason whatsoever, this must be done in writing within 14 working days of the order except where delivery has already taken place. However, you will be liable for any and all costs that

we have incurred which are consequential to your order being placed and acknowledged.

3.3 Exceptions to the right to cancel

This right of cancellation does not apply:

(iii) where the products have been used or damaged after receipt by the consumer

(iv) unless you have placed the order as a consumer (the cancellation right does not apply to orders placed by businesses, government or other non-consumer organisations) if the order arose from face to face contact between you and an agent or representative of our business.

4. Specification

Company specifications

4.1 Subject to clause 4.5 below all orders by the Customer will be deemed to be by reference to the Company’s Specifications.

4.2 Samples provided by the Company and details, drawings and information contained in the Company’s brochure and catalogues are illustrative only. The Company reserves the right to make alterations and modifications as it may see fit provided that the Goods supplied are reasonably commensurate with those samples, catalogues and brochure.

4.3 Any advice or recommendations given as to application or use of the Goods by or on behalf of the Company which is not confirmed in writing by the Company, is acted upon at the Customer’s own risk.

4.4 The supply of Goods by the Company will not give the Customer the right to use any patent, trademarks, copyright or designs without the Company’s prior written consent.

Customer’s Specifications

4.5 Where Goods are made to Customer’s specifications: -

4.5.1 the Customer undertakes full responsibility for the accuracy and suitability for which they are Intended.

4.5.2 the Customer will indemnify the Company against any infringement of any patent, trademark, copyright or other intellectual property rights which arise by reason of the Company’s use of the customer’s specification.

4.5.3 the Customer will be responsible for any additional expenses incurred by the Company arising out of any error in the Customer’s Specifications.

4.5.4 the Customer will supply the Customer’s Specification within a reasonable time to enable the Company to complete the Contract.

5. Delivery

When will the order be delivered?

5.1 For standard products, delivery will normally be within 30 days of receipt of order. For made to order products delivery times can vary depending upon receipt of special materials and general workload.

5.2 If we quote a delivery period longer than 30 days or later than any date requested by you, you will be required to confirm that this is acceptable and if it is not you may cancel the order in accordance with clause 3 hereof and any monies paid will then be refunded in full. Whilst we endeavour to dispatch products on time and will aim to keep you informed if there is any delay, we do not accept liability except as stated in clause 3. Delivery dates are estimates unless agreed as fixed below for any failure to deliver on the stated date or at the stated time.

5.3 Once we have carried out our quality controls and assessments, if it is determined that the quality of any of your products does not meet our high standards, we will inform you of this in writing and where possible by telephone. If this means there is a delay to your estimated delivery date, you will be informed of this. We will reproduce the order for you to ensure it meets our quality and assessment controls. Although we will use our best endeavours to inform you of this as soon as practicable, we may not be able to advise you of delays until the day of delivery.

5.3 Delivery will for the purpose of these Conditions be deemed to have occurred on the happening of the first of the following events:-

5.3.1 actual delivery to the Customer or to its carrier, agent or contractors;

5.3.2 collection by the Customer, its carrier, agent or contractor from the Company’s place of business; or

5.3.3 when the Company notifies the Customer that the Goods are ready to be delivered or collected and the Customer requests that delivery or collection be delayed.

5.4 In the case of defective Goods or loss in transit written notice must be given by the Customer to the Company and where appropriate to the carrier concerned within 24 hours of the defect or loss.

5.5 Where the Contract provides for delivery in instalments any defects in the Goods in any such delivery will not be a ground for cancellation of the remainder of the Contract.

5.6 The Company may deliver the Goods or perform the services in advance of the quoted delivery dates and reserves the right to make part deliveries upon giving reasonable notice to the Customer.

5.7 Although the Company will use its reasonable endeavours to deliver the Goods or perform the Services at the rate and at the time quoted for delivery, it will not be liable for any loss or damage arising from its failure to do so.

5.8 Time for the delivery of Goods or performance of the Services will not be of the essence unless previously agreed by the Company in writing.

6. What carriage charges are payable?

6.1 Except for trade orders (above the minimum carriage-paid values) carriage charges are payable by you in addition to the product prices. We will issue a quotation subject to carriage costs and will provide a firm price for carriage once the specification is fully agreed with you.

6.2 Where products are being delivered, you must ensure somebody is present to accept delivery. Should we incur a 'waiting charge' by the courier company due to you or an appointed representative not being present on delivery, the costs will be passed over and charged to you.

7. What if you want to delay delivery?

We will endeavour to comply with reasonable requests by you to delay delivery but shall be under no obligation to do so and reserve the right to charge storage charges should you be unable to take delivery as planned.

8. What if the products are lost or damaged in transit?

8.1 You should notify us promptly of any loss or damage of goods in transit. Goods should be checked upon receipt by you and any damage you have noticed to the goods must be notified to the Company forthwith and in writing. You must not under any circumstances whatsoever mark-up receipts and or the delivery notes as 'goods unchecked' as your right to cancellation under the terms of clause 3 hereof will cease to apply with immediate effect.

8.2 If goods are damaged when received or do not arrive within a reasonable time of the expected delivery once we have notified you of dispatch please contact us as soon as possible so that we can arrange for appropriate rectification or replacements and take the matter up with the carriers.

8.3 In such circumstances you may either exercise any right of cancellation and full refund, which you may be entitled to under clause 3. Consumers' right to cancel or we will at our option either repair, replace or credit shortages of goods lost or damaged in transit.

8.4 Where you have arranged transport or collected the goods from our factory you are responsible for their safekeeping as soon as they have been collected and we advise that you ensure that they are insured in transit.

9. Delivery dates

9.1 Any date quoted for dispatch or delivery is an estimate only. It is calculated by reference to whichever shall be the later of the date of receipt by us of a written order to proceed or of all necessary information and drawings to enable us to put the work in hand. Time for delivery shall not be of the essence and since aspects of production and delivery can be subject to delays outside of our control, there may be times when delivery estimates will change. We will always endeavour to inform you in writing or by telephone if we anticipate delays to your order delivery date between 1 and 2 days ahead of the anticipated delivery date. The date stated is only an estimate and is subject to change. We will always endeavour to fulfil orders in a timely manner. There are factors outside of our control which may delay the delivery and this date may need to be amended. We will inform you as early as practicable if the estimated date is to change for any reason. Our policy is to notify you of any delays no later than 1-2 days prior to the anticipated delivery date, however, there may be some circumstances in which it is not possible to give anything more than notice on the day of anticipated delivery. It is your responsibility to ensure that your own controls and measures are put in place to mitigate the consequences of any delays that might occur to your order.

9.2 The date for dispatch or delivery shall be extended by a reasonable period if delay in dispatch or delivery

is caused by instructions or lack of instructions from you or by any cause which were not foreseeable by you and us when this contract was agreed.

9.3 Delivery dates are subject to us being able to take final measurements for the product that is to be manufactured.

9.4 The goods may be delivered by us in advance of the quoted delivery date upon giving you reasonable notice

9.5 We shall not be liable for any delay in delivery of the Goods howsoever caused and you shall not be entitled to deduct set off or counterclaim on account of any late delivery

10. Defects and Use

10.1 Every effort is made to ensure that all glass products arrive intact. Where there are any defects, you are responsible to reporting these issues to us immediately upon delivery or at the latest within 2 working days of delivery. Save as herein expressly provided and save to the extent that the exclusion or restriction of liability may be prohibited by statute, the Seller shall not be liable for any loss of whatsoever nature or to whomsoever or whatsoever caused arising out of use of the Goods. The Buyer shall indemnify the Seller against all claims made against the Seller by a third party in respect thereof, unless otherwise agreed:

10.2 Where the Goods are rejected by the Buyer for whatsoever reason, the Seller will only accept the return of such goods provided that it receives written notice thereof within 2 working days of receipt of the Goods and provided that that the Goods are returned to the Seller within the same 2 days. Any refunds will be made at the Sellers sole discretion and the Seller shall examine and inspect the defect; establish the nature, cause and fault of the said defect. Any such refund due at the Sellers sole discretion shall be less the amount incurred by the Buyer for the delivery/carriage charges both to the Buyer from the Seller and to the Seller from the Buyer. All Goods returned must include all original packaging and manuals and must be returned in the same condition that it was dispatched to the Buyer. Any damage or loss to either the Goods, packaging or manuals will affect the amount of refund to be made.

10.3 In the case of defects or faulty workmanship in the Goods or any part thereof the Buyer shall not be entitled to receive any compensation, credit or refund in excess of that received by the Seller under any guarantee or warranty given to it by the Manufacturer or supplier thereof.

11. Damage

If any damage occurs to the glass products supplied to you, we will refer to the notes taken at the time the units left the factory and the delivery note at the time of delivery. Any damage must be reported by you in writing to us immediately or at the latest within 2 working days of delivery.

11. Specifications - update of specifications

11.1 We are constantly striving to improve our product offering and reserve the right to alter specifications at any time without notice prior to order acceptance. Use of materials and product specification is subject to amendment at any time.

11.2 On occasions we may be unable to obtain special materials and will in such cases either substitute components of at least equivalent value, functionality

and appearance or, failing this, contact you to discuss how we should proceed.

12. What finishes are used?

We can supply products in various colours and finishes. Finishing will usually be stated in quotations. We do not guarantee finishing, including paintwork.

13. Appearance and colours may look different than they really do

We cannot guarantee that the appearance and/or colours of the products shown on our web site and in our brochures exactly reproduce the appearance and/or colours of the physical products themselves.

14. Prices

Prices will be quoted on all quotations issued to you.

All prices quoted are valid for 30 calendar days only.

15. Your obligations where we are designing and making a product to order

15.1 Where we design and make a product to your measurements, you or a party taking measurements on your behalf should take special care to ensure that all dimensions supplied to us are accurate.

15.2 We may provide you with details of what to include in the measurement and may confirm the information supplied back to you in our quotation or confirmation.

15.3 We shall be entitled to a reasonable additional price in respect of any extra costs incurred by us if the products supplied needs to be modified and further work arises as a result of your failure to supply the correct or complete information.

15.4 We take no responsibility whatsoever in the accuracy of information supplied to us.

16. Value added tax will be added where applicable

Except where dispatch is to a non-taxable export location or where you can provide satisfactory evidence that you are a business located outside the United Kingdom, Value Added Tax ("VAT") will be added at the rate ruling at the tax point date. VAT is generally payable on all orders for shipment to non-business customers in European Union destinations though a zero rate may apply for certain new build construction work.

17. Local sales taxes and import duties may apply

Where you are outside the European Union, our quoted prices do not include local sales taxes or duties which may be payable by you on import or on receipt of the goods. It is your responsibility to ensure that any required import licenses are in your possession and that the formalities for clearing customs are taken care of.

18. Your Warranty

You the Buyer warrant that all details provided on the order form for the purpose of purchasing the Goods are correct that the credit card, bank transfers and cheques you are using and issuing are your own and that there is sufficient funds and or

sufficient unused limit available to cover the costs of the Goods.

19. Payment terms

19.1 When are you due to pay?

Unless otherwise stated in the contract, payment terms for supply is full payment in advance unless stage payments have otherwise been agreed with you in writing at the time of our quotation and confirmation.

19.2 If you are a trade customer and credit terms have otherwise expressly been agreed with you, payment is due for settlement in full in the currency of invoicing strictly as agreed with you. You have an option to place funds on account whereby you pay us an upfront sum to cover any excess of your order value against what your agreed credit limit is. This will avoid the need to apply for an increase to your credit limit. Any upfront payment will be secured in your credit account and only used to offset an excess of credit required from order to order or where your final payment is late by 10 days beyond the stated due date for payment.

19.3 The payment of the price shall be the essence of the Contract. Receipts for payment will be issued only upon request. You shall not be permitted under the terms of this contract to make any deductions set off or counterclaims against the invoice paid.

20. What happens if payment is late?

20.1 In the event that payment is not made by the you on or before the due date we reserve the right to cancel the contract, suspend performance under the contract and charge you interest on any overdue payment at the statutory interest rate applicable to commercial debts (being the rate of 8% above the Bank of England base rate for each half year commencing on 30 June or 31 December) from the due date of payment to the actual date including any time before or after any proceedings for recovery of the debt plus any other costs recoverable under law (including reasonable debt recovery costs)

20.2 If the Customer requests delivery or collection of the Goods be delayed then he will pay all costs and expenses incurred by the Company as a result of the delay. The Company will be entitled to charge a reasonable storage charge during such period of delay. Any delay does not entitle the Customer to delay payment of the Goods.

20.3 Payment will be made by the Customer on or before the last day of the month following the date of invoice for each delivery or part delivery.

20.4 Time for payment will be of the essence of the Contract.

20.5 If payment is not received on the due date then interest will be payable in accordance with clause 20.1 hereof. Interest will be calculated on a monthly basis or part from the due date to the date of actual payment. The Company will be under no obligation to allow overdue accounts to remain outstanding notwithstanding payment of such interest.

20.6 The Customer will not be entitled to withhold payment of any amount payable under the Contract to the Company because of any claim of the Customer in respect of any alleged breach of Contract.

20.7 The Customer will not be entitled to set off against any amount payable under the Contract to the Company any monies which are not then currently

payable by the Company or in respect of which the Company disputes liability under other Contracts.

21. Errors and Omissions

21.1 If there has been a miss-calculation in price or if increased quantity has been manufactured / installed based on revised instructions from you, we reserve the right to charge for this amount.

21.2 We have the right to remove any uninstalled products from the Customer's site where any situation arises that compromises our ability to have our invoice paid in full.

22. Guarantee

22.1 The company provides a warranty in line with the industry standards only. The company only guarantees the quality of the products free from any issues up until the point of delivery to the site or collection from our storage site by the customer. The company is notified in writing within 2 working days of delivery to the Customer.

(ii) the Goods have been stored in an appropriate manner and/or as prescribed in the operating instructions (if any). Before any glass is installed, it must be stored correctly in a way which does not expose it to any possibility of damage.

(iii) the defective Goods are returned to the Seller at the Buyer's expense and have not been used, damaged or otherwise affected in anyway.

(iv) examination by the Seller of such Goods discloses its satisfaction that such defects exist and have not been caused by misuse, neglect, accident, improper storage installation or handling or by repair or alteration not effected by the Seller.

(v) the Goods not having been modified or repaired otherwise than by the Seller or otherwise interfered with and

(vi) the Buyer shall pay to the Seller the cost (as certified by the Seller) of any examination of such goods as a result of which the Seller denies liability.

22.2 if any product is found to be faulty due to such defects, we will arrange repair or replacement of the faulty item at our discretion. This guarantee does not cover fair wear and tear, neglect, abuse or misuse of the products, loss or damage due to fire, smoke, lightning, sunlight, weather, rusting, corrosion, theft, or explosion, accidental damage and consequential loss. Any form of finishing/paintwork is not guaranteed. Any monies due under the contract are still payable on time and any defects will be remedied as soon as practicable.

23. Guarantee does not apply to work carried out by others

We will not accept any liability for supplementary works agreed independently between you and any third party, including our installers. Supplementary works carried out on our products prior to our written consent invalidates the guarantee.

24. Your statutory rights are protected

Some jurisdictions do not allow the exclusion or limitation of certain implied warranties or liability for incidental or consequential damages, so the above exclusion or limitation may not apply in all circumstances and does not exclude any implied warranties or conditions which may not under applicable law be excluded. This limited warranty

gives you specific legal rights and is in addition to any other legal rights you may have, which vary from one jurisdiction to another.

25. Shortages

Any shortages must be advised in writing by the Buyer to the Seller upon delivery and you will be deemed to have accepted the order in full once you have signed the delivery note, all claims will be deemed void if the shortages are reported after this time.

26. Dispatch

26.1 Any times quoted for dispatch are to be treated as estimates only and without prejudice, although every endeavour will be made by the Seller to adhere to them.

26.2 Quotations or offers of goods ex stock are subject to the Goods being unsold at the time of receipt of the Buyers written order. All dispatch dates are calculated from the date of acceptance of the Sellers written order.

27. Customer's Default and Cancellations and Rescheduling of Deliveries

27.1 If the circumstances or status of the Buyer changes for whatsoever reason, (e.g. Bankruptcy or receivership, change of name, litigation by the Seller or other parties etc.) the Seller reserves the right without prejudice, to cancel or suspend trading with the Buyer including orders in progress and to demand immediate settlement in full of all outstanding invoices.

27.2 Requests by a Buyer for cancellation or amendment of any order or for the rescheduling of deliveries will only be considered by the Seller if made in writing and shall be subject to the written acceptance of the Seller or if cancelled or rescheduled at the request of the Buyer, then the Buyer shall indemnify the Seller against all loss costs (including the cost of labour and materials used and overheads incurred), damages, charges and expenses arising out of the order and the cancellation amendment or rescheduling thereof to be calculated at 75% of the value of the order.

28. Risk and title

28.1 When do you have responsibility for the goods? Risk, not ownership, passes to you on delivery.

28.2 When will the goods be yours? Property in and title of the goods shall not pass to you until we have received payment and we are in receipt of cleared funds for the full price of the goods and all other goods agreed to be sold by us to you for which payment is then due. Until such time as payment has been made in full you shall hold the goods as our fiduciary agent and bailee and shall indemnify us against any loss, deterioration or damage howsoever caused and you must ensure that the goods are properly stored, protected, insured & identified as our property. We reserve the right to reclaim items not paid for in full.

28.3 Until such time as the title in the goods passes to you (and provided the goods are still in existence and have not been resold) we shall be entitled at any time to require you to deliver the goods to us and if you fail to do so forthwith we and our agent shall be permitted to enter upon any premises whatsoever and wheresoever belonging to you or any other third party wheresoever and whatsoever

where the goods are stored and repossess those goods.

28.4 You shall not be entitled to pledge or in any way charge by way of security for any indebtedness any of the goods which remain our property but if you do so all moneys owing by you to us shall (without prejudice to any other right or remedy we may have) forthwith become due or payable.

28.5 Save as otherwise stated therein the provisions of this Clause 28 shall survive termination of this contract for any reason and in particular but without limitation by us by the acceptance or repudiation of this contract by you.

29. Passing of Property

29.1 Property in the Goods will not pass to the Customer and the full legal and beneficial ownership of the Goods will remain with the Company until the earlier of the date upon which:

29.1.1 payment is received in full for all of the Goods and Services provided to the Customer under this and any other Contract;

29.1.2 the Customer sells the Goods to its Customers by way of bona fide sale at full market value.

29.2 Until property in the Goods has passed to the Customer in accordance with Clause 29.1 the Customer will:

29.2.1 maintain all appropriate insurance's and supply the Company with evidence of such insurance on demand. If any loss or damage occurs while the Goods remain the property of the Company the Customer will immediately on receipt of any insurance monies, remit to the Company the full purchase price of the Goods lost or damaged less any part already paid;

29.2.2 keep the Goods properly stored and protected and readily identifiable as the Company's property;

29.2.3 hold the Goods as the Company's fiduciary agent and bailee.

29.3 If the Customer sells the Goods in accordance with Clause 29.2.1:-

29.3.1 the Customer will as between itself and its purchaser self as principal and not as agents but as between the Company and the Customer the Customer will be deemed to act as the agent of the Company;

29.3.2 the Customer will immediately upon receipt of the proceeds of sale and whether or not payment has become due for the Goods or Services supplied, remit to the Company the full purchase price less any part which has already been paid;

29.3.3 the Customer will hold the proceeds of sale on trust for the Company and (if required to do so in writing by the Company) transfer the proceeds of such sale into a joint bank account nominated by the Company in the names of the Company and the Customer and not until the Company has received payment in full will the Customer be entitled to transfer any profit to any other account.

29.4 The Company will be entitled to immediate redelivery of the Goods and to re-sell the Goods at any time:

29.4.1 after the due date for payment; or

29.4.2 before such date in the case of the occurrence of any of the events referred to in Clause 38.

29.5 For the purpose of exercising the rights contained in Clause 29.4 the Company will be entitled to (and the Customer grants to the Company its officers, servants and agents a license) to enter upon the premises of the Customer during normal business hours and to remove the Goods.

29.6 The exercise by the Company of its rights against the Customer under this Clause 29 will be without prejudice to any other rights of the Company under this Contract.

30. Return of Goods

30.1 You the Buyer will inspect the goods as soon after delivery as is reasonably practicable and will notify us of any shortages, defects in the Goods or any other complaint in respect of them within 24 hours from the date the Goods were delivered.

30.2 **SAVE IN RESPECT OF ANY SHORTAGES OR DEFECTS IF YOU THE BUYER FAIL TO COMPLY WITH THIS CLAUSE, WE WILL NOT BE HELD LEGALLY LIABLE IN RESPECT OF ANY OTHER COMPLAINT WHICH SHOULD HAVE BEEN BROUGHT TO OUR ATTENTION WITHIN THIS PERIOD.**

30.3 Goods will not be accepted by the Seller until a Return Material Authorisation (RMA) number is obtained and the Goods have been returned to us at the Buyers expense. All Goods must be returned in good condition and together with all parts and instruction manuals pertaining to the Goods which are being returned.

30.4 Except where provided otherwise in these Conditions, the Seller shall be under no liability of whatsoever kind howsoever caused whether or not due to the negligence or wilful default by the Seller or its servants or agents arising out of or in connection with the goods. All conditions, warranties or other terms whether expressed or implied, statutory or otherwise, are hereby expressly excluded providing that nothing in this paragraph shall exclude or restrict any liability of the Seller or its servants or agents.

30.5 In any event, the Sellers liability shall be limited to direct loss and shall not include indirect or consequential loss.

30.6 The Seller shall not be liable for the loss of or damage to software programs and /or data stored on all types of storage media, repair or upgrade of any goods whether or not the same are under warranty.

31. Non-standard Goods

Unless otherwise agreed the Goods are supplied in accordance with the Manufacturer's standard specification. The Seller reserves the right to increase its quoted or listed price or to charge accordingly in respect of any orders accepted for products of non-standard specifications and in no circumstances will it consider cancellation of such orders or the return of the Goods.

32. Severability

If and to the extent that any provision or any part of the provision of the Seller's standard Terms and Conditions of Trade is illegal, void or unenforceable for any reason, then such provision or part thereof (as the case may be) shall be deemed to be severable from the remaining provisions or parts of the relevant position (as the case may be) all which remaining provisions shall remain in full force and effect.

33. Waiver

The waiver by the Seller or any breach of any term hereunder shall not prevent the subsequent enforcement of that term and shall not be deemed a waiver of any subsequent breach.

34. Limitation of Liability

34.1 We will use all reasonable endeavours to carry out our obligations within a reasonable period of time but will not be liable to you, the Buyer for any losses, costs or expenses arising directly or indirectly from any delays in doing so and we will not be deemed to be in breach of this Agreement by reason of any delay in performing or any failure to perform any of our obligations in relation to this Agreement if the delay or failure was due to any cause beyond our reasonable control. If you require the purchase or hire of machinery to install the glass products that we deliver, you will need to ensure that this machinery can be made available to you within 1 or 2 days' notice where possible. In any event, once we have notified you of a delay to your delivery date, you will be responsible for any costs that you incur with regards to machinery you have hired or purchased in connection with the glass order. You must out in place adequate measures to accommodate any delays that may occur. If you do incur any costs which are a result of delays to your order, you are fully under a duty to mitigate those costs as much as possible. Without prejudice to the generality of the foregoing the following will be regards as causes beyond our reasonable control:

34.1.1 Act of God, explosion, flood, tempest, fire or accident

34.1.2 War or threat of war, sabotage, civil disturbance or requisition

34.1.3 Acts, restrictions regulations byelaws prohibitions or measures of any kind on the part of any governmental parliamentary or local authority

34.1.4 Import or export regulations or embargoes

34.1.5 Strikes lock outs or other industrial actions or trade disputes

34.1.6 Difficulties in obtaining raw materials labour fuel parts or machinery

34.1.7 Power failure or breakdown in machinery If we are prevented from carrying out our obligations in the above circumstances, we will notify you in writing and where possible by telephone.

34.2 Except where you the Buyer are dealing as a consumer (as defined in the Unfair Contract terms Act 1977 section 12) we do not give any warranty guarantee or indemnity as to quality fitness for purpose or otherwise of the Goods.

34.3 Except in respect of death or personal injury caused by our negligence we will not be liable to you the Buyer for any loss of profit or any indirect special or consequential loss damage costs expenses or other claims which arise out of or in connection with the supply of goods other than as a result of a breach of an obligation arising under the Sale of Goods Act 1979 (as amended) and the Supply of Goods and Services Act 1973

35. Insolvency of Buyer

35.1 This clause 35 applies if:

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

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

35.1.3 the Buyer ceases or threatens to cease to carry on business; or

35.1.4 the Seller reasonably apprehends that any of the events mentioned above is about to occur in relation to the Buyer and notifies the Buyer accordingly

35.2 If this clause applies then without limiting any other right or remedy available to the Seller, the Seller may cancel the contract or suspend any further deliveries under the Contract without any liability to the Buyer and if the Goods have been delivered but not paid for the price shall become immediately due and payable notwithstanding any previous agreement or arrangement to the contrary.

36. Liabilities

Restrictions on liability

Except to the extent that liability may not by law be limited or excluded, we, our representatives or subcontractors shall not be liable, whether in contract, negligence or otherwise, for any direct, indirect, special, incidental or consequential damages, losses or expenses of any kind. If any exclusion, disclaimer or other provision is held invalid for any reason and we, our representatives or subcontractors become liable for loss or damage that could otherwise be limited, that liability, whether in contract, negligence or otherwise, shall not exceed the amount paid by you for the product(s) which caused the loss or damage. If you are not a consumer and a fixed date is agreed for despatch or delivery, and we fail to despatch or deliver by that date or by any extended date provided by these terms and conditions, and if as a result you shall have suffered loss, we undertake to pay for each week or part of a week of delay, liquidated damages at the rate of 0.25% up to a maximum of 2.5% of that portion of the price named in the contract which is relates to such portion only of the contract goods as cannot in consequence of the delay be used commercially and effectively. We accept liability without limit for personal injury or death due to our negligence.

37. Liabilities and Indemnity

37.1 The Company will not be liable to the Customer for any loss or damage caused as a result at any of the following:

37.1.1 goods not being fit for any purpose (whether or not referred to in the Company's Specifications or elsewhere) it being the Customer's express responsibility to verify this itself;

37.1.2 failure by the Customer to give the Company notice in accordance with Clause 5.4 or failure by the customer to allow the Company to inspect the Goods on giving such notice;

37.1.3 alteration of the Goods by the Customer;

37.1.4 the improper installation, storage or, maintenance of the Goods;

37.1.5 where the Goods are manufactured to the Customer's Specifications by the Company and the Goods prove to be defective because of:

37.1.5.1 the designs, drawings or instructions submitted by the Customer;

37.1.5.2 the designs or drawings prepared by the Company specifically for the purpose of the Order which have been approved by the Customer;

37.1.5.3 the use of tools or other equipment supplied by the Customer.

37.1.6 by reason of any claim made against the Company or infringement of any intellectual property rights pursuant to Clause 4.5.2.

37.2 Save as otherwise provided in these Conditions of the Company's liability in respect of any defect in the Goods supplied or default in the Services performed is limited to:

37.2.1 replacing or (at its sole discretion) repairing or paying for the repair or replacement at Goods supplied by the Company;

37.2.2 in the case of Services the cost of making good any incorrect performance.

37.3 The Company will not be liable to the Customer for any incidental or consequential damages or loss arising from a defect in the Goods or default in performing the Services other than consequential loss following directly from death or personal injury arising from the negligence of the Company or its employees or sub-contractors.

38. Enforcement and Termination

38.1 If before delivery is affected there arises reasonable grounds for the Company to believe that the Customer will not be able to fulfil its payment obligations the Company will have the right to demand from the Customer security for payment.

38.2 From the date of demand until the date security is given the Company will not be required to fulfil its obligation under the Contract.

38.3 If acceptable security to the Company is not offered within such reasonable period as may be specified by the Company the Company may terminate the Contract without further liability on its part but the Customer will be liable to the Company in respect of any losses (including loss of profit) incurred by the Company as a consequence of such determination.

38.4 No waiver by either party in respect of any breach shall operate as a waiver in respect of any subsequent breach of the same or any other provision.

38.5 If the Company:

38.5.1 is in breach of any of the terms and conditions of this Contract;

38.5.2 enters into any composition or arrangement with his creditors;

38.5.3 commits any act of bankruptcy or it any petition or receiving order in bankruptcy is made against him;

38.5.4 if the Customer is a limited company and any administrative receiver or any resolution or has an order of the court made for its winding up.

38.6 The Company may delay or cancel any further Goods or Services (without prejudice to any accrued rights) and treats the Contract as determined.

39. Your statutory rights are not affected

THIS AGREEMENT DOES NOT AFFECT YOUR STATUTORY RIGHTS

40. Forms

It is hereby acknowledged by the Buyer that the only terms and conditions of trade which apply to the supply of goods by the Seller to the Buyer are those contained herein and no other.

41. Assignment

The Buyer agrees not to assign or transfer this Agreement or any of its rights herein without prior written consent of the Seller.

42. Intellectual Property

42.1 The copyright in the material contained in this website and any trademarks and brands included in that material belongs to Crystal Units Limited or its licensors.

42.2 Everything on this site is copyrighted. The copyrights are owned by Crystal Units Limited or by the original creator of the material. Except as specifically stated none of the material may be copied, reproduced, distributed, republished, downloaded, displayed, posted or transmitted in any form without Crystal Units Limited's prior written permission. You may also not without our permission 'mirror' any material contained on our web site or any other server. However, you are free to view, copy, print and distribute Crystal Units Limited material from this site as long as the material is used for information and non-commercial purposes only and all copies of any material include Crystal Units Limited's copyright notice. This permission terminates automatically upon the breach of any of these terms and conditions at which time any downloaded and/or material printed from our web site must be immediately destroyed.

43. Confidentiality and copyrights

43.1 Information we supply is our property: All drawings, documents and other information supplied by us are supplied on the express undertaking that you will not without our written consent:

(i) give away, loan, exhibit, disclose the contents of or sell any such drawings or extracts there from or copies thereof.

(ii) use them in any way except for the particular purpose for which they were expressly issued.

43.2 Our property is our property We, at all times, reserve all rights and title to design, inventions, improvements or development originated by or issued by us and you will not order products which are our copyright from any other supplier.

43.3 We are allowed to use information which you supply. Where you supply a design (whether in the form of a drawing or of a graphic image file) for the purpose of an order, then, you warrant that such design belongs to you or is public domain and freely useable by us, and, unless we have agreed otherwise in writing, we shall be entitled to use

such drawing for supplying other customers and for displaying generally in our catalogues, websites and other public media.

44.3 What happens if we use information you have supplied but belongs to others?

You shall indemnify us from and against all actions, claims, costs and proceedings which arise due to the manufacture of products to drawings and specifications supplied by you where it is alleged that they involve an infringement of any third parties' patent, copyright or other industrial property rights.

44. Website

44.1 We will attempt to ensure that the information available on the website at any time is accurate. However, we will not be held liable for any errors or omissions. We will use all reasonable endeavours to correct errors and omissions as quickly as practicable after becoming aware or being notified of these.

44.2 All drawings descriptive matter and specifications of the Goods on the website are for the sole purpose of giving an approximate description of the Goods.

44.3 We may also change suspend or discontinue any aspect of the website including the availability of any features information database or content or restrict access to parts or all of the website without notice or liability.

45. Sub-contractors

We can employ subcontractors: Where we appoint a subcontractor to fulfil a component of your order, they will be liable to guarantee the quality of that component and we do not accept any liability for its quality. We will inspect the quality if the glass to ensure that it meets our standards of production before it is dispatched for delivery to you. Any defects or quality issues must be reported to us within 2 working days of delivery. We will use our best endeavours to inspect the quality of the glass and to verify the specification of the product. If it transpires on site that there are defects, we will use all remedies available to us to rectify the matter and order a replacement where possible.

46. Force majeure

What happens if something unforeseen happens?

Neither you nor we shall be under any liability for any delay, loss or damage to the extent it arises wholly or in part as a result of industrial action or any cause beyond our reasonable control such as acts of god, civil commotion, riots, flood, drought, fire and legislation. If any such circumstances occur, we will discharge our obligations as soon as reasonably practicable after such circumstances have ceased to affect our operations.

47. Privacy and security

47.1 We will hold your information private. We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998).

47.2 Why do we collect information from you?

We collect information about you for 2 reasons: firstly, to process your enquiry or order and second, to provide you with the best possible service. Information is collected during the enquiry and ordering processes.

47.3 We will not pester you. We will not otherwise e-mail you in the future unless you have given us your consent. We will give you the chance to refuse any marketing email from us or from another trader in the future. Where this has not occurred, please inform us whether you would or would not like us to contact you via e-mail.

47.4 What information do we collect about you?

The type of information we will collect about you may include:

- your name
- address
- telephone number, fax number and mobile telephone number • email address, and,
- credit/debit card details

47.5 You can check what information we hold about you. We will never collect sensitive information about you without your explicit consent. The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies, we will delete or correct it promptly.

47.6 We hold information securely. The personal information which we hold will be held securely in accordance with our internal security policy and the law and the Which? Web Trader Code. If we intend to transfer your information outside the EEA (European Economic Area) we will always obtain your consent first.

47.7 We may use "cookies" on our website. We may use technology to track the patterns of behaviour of visitors to our site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

47.8 Contact us if you have questions or comments about privacy. If you have any questions/comments about privacy, you should contact us at: Crystal Units Limited, 100 West Hendon Broadway, Hendon, London, NW9 7AA Telephone: 020 8457 4188, or by email at info@crystalunits.com

47.9 Site content and disclaimers. The website is designed for general information only. We have used reasonable care and skill in compiling the content of our website but make no warranty, express or implied, as to the nature or accuracy of any material on the website and cannot accept liability for any particular material on the website or as a result of the use of or reliance placed upon information contained within its website. We do not accept responsibility of content displayed on external websites where a link has been placed on our own website.

48. THIS DOES NOT AFFECT A CONSUMERS STATUTORY RIGHTS.

49. Comments and Questions

If you have any comments or questions regarding our Privacy Policy, please contact us at info@crystalunits.com WHILE WE CANNOT GUARANTEE PRIVACY PERFECTION, we will address any issue to the best of our abilities as soon as possible.

50. General

50.1 We may from time to time change alter adapt add or remove portions of these terms and conditions but

if we do so we will post any such change on the website.

50.2 If any provision of these terms and conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of this Agreement and the remainder of the provision in question will not be affected.

50.3 The headings in this Agreement are for convenience only and will not affect their interpretation.

50.4 A notice required or permitted to be given by either party to the other under these Terms shall be in Writing addressed to that other party at its registered office or principal place of business or such other address as may at the relevant time have been notified pursuant to this provision to the party giving the notice.

50.5 No waiver by the Seller 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.

50.6 Any dispute arising under or in connection with the Contract or the sale of Goods shall be referred to arbitration by a single arbitrator appointed by agreement or (in default) nominated on the application of either party by the President for the time being of in accordance with the rules of Glass & Glazing Federation.

51. Legal construction

What happens if part of these terms and conditions are unenforceable? If any part of these terms and conditions is found to be unenforceable as a matter of law, all other parts of these terms and conditions shall not be affected and shall remain in force provided that the contract is capable of continuing in existence without such unenforceable part.

52. Our contract is in English

52.1 The English language will be used for the conclusion and interpretation of this contract.

52.2 English law applies. These terms and conditions are governed and shall be interpreted in accordance with English law and any disputes hereunder shall be heard in the English courts and the parties hereby submit to the non-exclusive jurisdiction of the English Courts for all purposes arising in connection with these conditions.

53. Queries and Complaints

53.1 We aim to respond to e-mail faxed and written queries within 24hrs. Our customer services can answer your telephone queries Monday to Friday between 9.00am and 5.00pm.

53.2 In respect of complaints we will consider the nature of the complaint and we will contact you within 21 days of the complaint giving you the result of the inquiry and what we propose should be done.

53.3 As a subscriber to the Which? Code of Practice for Web Traders we will work with the Which? Legal Service to solve problems. If you are a subscriber to Which? Online you are entitled to free legal advice and help from them in the event of having an unresolved complaint against us. WE suggest that you visit the 'What the Scheme means

for Consumers' page at Which's website by clicking on this link.

Standard Quote Conditions and Charges:

Basis of Quotation – This quotation is based on the information provided by the customer at the time of quoting. Where there is insufficient information regarding quantities, sizes or shape of units, Crystal Units Ltd assumes a standard size of 1000mm x 1000mm. Crystal Units Ltd reserves the right to amend the price where the quantities, size or shape of the units differ from these assumptions. This quotation is subject to review on receipt of finished sizes and quantities. Any additional costs incurred by Crystal Units Ltd as a result of order modifications will be passed onto the customer and may cause delay in manufacture and delivery. Any changes must be agreed by both parties in writing before proceeding with the order.

Lead Times – Actual lead times will be confirmed on receipt of order. If you require up-to-date lead time information, please contact Crystal Units sales office.

Surcharges

Minimum Charges

| | |
|----------------------------|--|
| Single vision glass: | 0.2 m ² |
| Painted glass: | 0.5 m ² |
| Component laminated glass: | 1.0 m ² |
| Insulating glass units: | 0.3 m ² |
| C.U.IN IGU's: | 0.5 m ² |
| Structural toggle IGU's: | 4 m |
| Stepped edge IGU's: | 10% per step or £10 whichever is highest |

Oversized Surcharges

| | |
|--|----------------|
| Area ≥4m ² - ≤5m ² : | 40% |
| Area >5m ² : | 100% |
| Length >3100mm: | on application |

Paint Set-up Charge – For ceramic paint or screen print orders with area below 7m² a paint set-up cost of £100 will be charged.

Structurally Clamped IGU's – All IGU's with perimeter channels or pocket inserts will be priced for the perimeter of whole unit regardless of the number of edges required.

Technical

Inspection and Acceptance Criteria –

Insulating glass units (IGU's) will be inspected and assessed in accordance with EN 1279-1:2018 Glass in Building – Insulating glass units. 'The panes shall be examined in transmission and not in reflection. The discrepancies shall not be marked on the pane. The insulating glass units shall be observed at a distance of not less than 3m from inside to the outside and at a viewing angle as perpendicular to the glass as possible for up to one minute per m². The assessment is carried out under diffuse daylight conditions (e.g. overcast sky), without direct sunlight or artificial lighting.' Any non-conformant IGU's reported by the customer that are deemed to be within the acceptance criteria of this document will be charged accordingly for the replacement(s).

U-values – Centre pane U-values are calculated in accordance with EN 673 with 90% gas fill concentration in a vertical position unless otherwise stated.

Industry Standards

Insulating glass units are manufactured in accordance with BS EN 1279 with a minimum 10mm sightline and carry a five-year warranty

against material visual obscuration due to interstitial condensation or, in the case of coated glass, deterioration of the coating through faulty manufacture.

Laminated safety glass is manufactured in accordance BS EN 14449.

Thermally toughened safety glass is manufactured in accordance with BS EN 12150.

Heat soaked thermally toughened is manufactured in accordance with BS EN 14179.

Glazing materials and sealants – Only materials and sealants specifically designed for glazing of IGU's that have been tested to be compatible with IGU sealants should be used. It is the responsibility of the customer to confirm the compatibility from the relevant material or sealant supplier. Crystal Units Ltd do not accept any liability for quality issues caused by non-compatibility reactions.

Spontaneous breakage – There is a small risk that thermally toughened glass can break for no apparent reason. Nickel sulphide inclusions (NiS) are one of many known, but not exclusive causes of 'spontaneous' failure. Non-detectable in float glass manufacture, the risk of NiS induced failure can be reduced by heat soak testing of thermally toughened glass, however it can never be eradicated. It is the responsibility of the specifier to determine whether heat soak testing of thermally toughened glass is required. Crystal Units Ltd do not accept any liability for 'spontaneous' breakage of thermally toughened glass or heat soaked thermally toughened glass due to NiS or any other cause.

Thermal Safety – Crystal Units Ltd strongly recommend a thermal safety check on all annealed and annealed laminated glass types. However, it is the responsibility of the customer to undertake relevant thermal safety checks for the specific situation. Crystal Units Ltd do not accept any liability for breakage due to thermal stress.

Roller wave and overall bow – Where possible and if requested by the customer we endeavour to ensure toughening roller wave is consistent in orientation. Panes with a width exceeding 2400mm will only have horizontal roller wave. 4mm toughened glass exceeding 1300mm in both dimensions and 6mm toughened glass exceeding 2000mm in both dimensions may exhibit roller wave and

overall bow levels above the maximum levels in accordance with BS EN 12150 and BS EN 14179. Panes ordered exceeding these dimensions are entirely at the customer's risk. Crystal Units Ltd will not offer any warranty and cannot guarantee the quality or suitability for purpose.

Minimum Sizes – 250mm diagonal length in toughened or heat strengthened glass.

Ceramic Painted Spandrel Panels - Spandrel panels must be positioned in the building where the inner surface cannot be viewed by transmitted light, commonly known as a 'back-up wall' situation. If installed in a location without a 'back-up wall', pinholes, or non-uniformity of the ceramic enamel coating may be seen. Crystal Units Ltd cannot assume any responsibility for non-uniformity of colour appearance or density, 'read-through' or pinholes which appear in spandrel panels which are used in inappropriate applications, with improper 'back-up' or without 'back-up'.

Insulation – Rainscreen board comprising of rigid phenolic insulation core with composite foil on both sides will be applied to the rear of ceramic painted spandrel panels where specified, thickness in accordance with the customer's specification. This product's use is generally limited to 18m in height unless the specific construction can be shown to satisfy the requirements of the current national Building Regulations. It is the responsibility of the customer to notify Crystal Units Ltd if this insulation is not suitable in writing prior to proceeding with the order.

General

Specification – Glass configurations will be in accordance with the specification provided by the customer, which may have had supporting technical guidance provided by Crystal Units Ltd or another source. It is entirely the responsibility of the customer to ensure the configuration(s) provided comply with the relevant Building Regulations and other specification requirements. All information supplied by Crystal Units Ltd is provided in good faith and we disclaim all liability arising from any inaccuracy in or omissions.

Order Amendments requested by the customer must be in writing. Any products that already been ordered from our suppliers or processed internally will be charged accordingly. Delivery dates may change subject to the amendment requested and the status of the order within production.

Templates – All templates are measured and digitally stored. If template measuring is required, this will extend the lead time by a minimum of 5 working days.

Lead and Georgian applications will be carried out in accordance with layouts specified by the customer. If no layouts are received from the customer, lead and Georgians designs will be applied in line with Crystal Units Ltd standard layouts.

Spacer bar – IGU's will be manufactured with spacer bar with either bent corners or corner keys at our discretion, unless specified by the customer in writing at order stage.

Screen Printing – Where screen printed glass is supplied, the screens will be retained for 6 months after the last bulk order, and within this 6-month period, replacements will be supplied at the project rate. After the 6-month period additional screen costs and set-up charges will apply.

Free Issue Glass supplied by the customer for further processing is provided completely at customers own risk. It is the customer's responsibility to supply any replacement glass free issue should it be damaged, or any non-conformances arise with the final manufactured product.

Marking of Safety Glass – Safety Glass will be indelibly marked in accordance with BS 6262-4:2005. Crystal Units Ltd reserve the right to mark, amend or change the location of the marking, even when the glass has been ordered without any such marking. Such changes give no reason for any claim and will not be accepted as grounds for rejection or replacement.

IGU Sealants – Insulating glass units will be dual sealed with polyisobutylene primary sealant and two-part polyurethane or hot melt with a seal depth of 5.5mm as standard unless otherwise stated. Where a silicone secondary seal is required, this will be Dow Corning 3363 two-part silicone will be used. It is the

responsibility of the customer to notify Crystal Units Ltd in writing when a silicone secondary seal is required prior to proceeding with the order. Dow Corning 993 will be used for glass to aluminium structural bonding of which detailed drawings must be provided by the customer.

Where units exceed 2500 x 2500mm or weigh more than 400kg, Crystal Units Ltd may use silicone secondary sealant and increase the edge bite even when not specified.

Packaging and Maximum Weights – Products will be packaged in line with Crystal Units Ltd standard packaging procedure i.e. to achieve maximum stillage utilisation. Any modifications to this will be chargeable and must be notified to Crystal Units in writing prior to proceeding with the order. Price on application.

Timber stillages (non-craneable) maximum gross weight – 1000kg

Metal stillages (non-craneable) maximum gross weight – 2500kg

Certified metal stillages (craneable) maximum gross weight – 2500kg

Collection – All orders for collection must be collected within 7 days of collection date or they may be disposed, unless prior arrangement at the point of order.

Offloading Goods – It is the responsibility of the customer to appropriately offload goods from the delivery vehicle. If a HIAB delivery is required, this must be agreed by both parties in writing before proceeding with the order. Price on application.

Standard Delivery Times are 08:00 to 17:00 Monday to Friday. Deliveries outside this time will incur an additional delivery charge. Maximum delivery waiting time is one hour. Every hour over this time will Crystal Units Ltd reserve the right to charge £30.00 per hour. The date stated is only an estimate and is subject to change. We will always endeavour to fulfil orders in a timely manner. There are factors outside of our control which may delay

the delivery and this date may need to be amended. We will inform you as early as practicable if the estimated date is to change for any reason. Our policy is to notify you of any delays no later than 1-2 days prior to the anticipated delivery date, however, there may be some circumstances in which it is not possible to give anything more than notice on the day of anticipated delivery. It is your responsibility to ensure that your own controls and measures are put in place to mitigate the consequences of any delays that might occur to your order.

Stillages should be made available for collection within 10 working days of delivery. It is the responsibility of the customer notify Crystal Units Ltd in writing to arrange collection. We reserve the right to charge for stillages kept on site at £50 per stillage for every working week after the 10-day notification period up to the cost of the stillage. Lost, damaged or non-returned stillages by the customer will be invoiced accordingly.

Timber stillage - £300.00

Metal stillages (non-craneable) - £500.00

Certified metal stillages (craneable) - £800.00

Storage of Goods at Crystal Units – Where the customer requests for goods to be stored at Crystal Units Ltd premises after the acknowledged delivery date, we reserve the right to invoice for the goods. Furthermore, Crystal Units Ltd reserve the right to charge £5.00 per stillage for every working day after the acknowledged delivery date for storage of goods at our premises.

Storage of Goods on Site – Once delivered to site, the glass should be stored in a warm dry place without any exposure to direct sunlight. It should remain on the stillage or stood upright in such a way that it is prevented from sagging on cushioned material suitable for glass storage. Crystal Units Ltd do not accept any liability for any damage due to improper storage.

We hope this quotation is of interest, but if you wish to discuss any aspect in more detail or require further information, please do not hesitate to contact Crystal Units Ltd on 0208 4574188.