

# PJW Meters – Terms & Conditions of Sale & Services

## SECTION A – GENERAL TERMS

### 1. Definitions

“Company”, “we”, “our” means PJW Meters.

“Buyer”, “you” means any customer purchasing goods or services from the Company.

“Goods” means all products supplied by the Company.

“Services” means installation, commissioning, maintenance, surveys, consultancy and related works.

These Terms & Conditions apply to all sales and services. Any Buyer terms are excluded unless agreed in writing.

### 2. Prices & Payment

All prices are subject to availability and confirmation at order acceptance.

Invoices are payable in accordance with agreed payment terms.

The Company reserves the right to suspend supply or services where accounts are overdue.

### 3. Delivery & Acceptance

Delivery dates are estimates only.

Goods must be inspected on delivery and damage noted at receipt.

Claims must be raised within three working days.

Risk passes on delivery. Title remains with the Company until paid in full.

### 4. Installation, Access & Site Conditions

The Buyer shall provide safe access, suitable working conditions, and accurate site information.

Additional works caused by unforeseen circumstances, incorrect information or unsafe/non-compliant conditions may be charged.

Electrical works must comply with current IET regulations.

## 5. Health & Safety

The Company may suspend works if site conditions are unsafe without liability for delay.

## 6. Warranty

Goods carry a 1–3 year warranty depending on product.

Liability is limited to repair or replacement only.

Warranty is void for misuse, incorrect installation, tampering, or seal removal.

## 7. Liability

Total liability shall not exceed the value of goods or services supplied.

The Company is not liable for indirect or consequential loss.

### 7A. Returns – Faulty or Unrequired Goods

Where Goods are deemed to be faulty, the Buyer shall return the Goods using their own means of postage. Upon confirmation of the fault, the cost of returning the Goods shall be refunded or credited by the Company.

Where Goods are no longer required, the Buyer shall return the Goods at their own cost, in original packaging and in a resalable condition. Returned Goods may be subject to a handling and/or restocking charge.

## 8. Jurisdiction

These terms are governed by the laws of England & Wales.

## **SECTION B – CREDIT ACCOUNT SCHEDULE**

### 9. Credit Accounts

Credit facilities are granted at the Company's discretion and may be withdrawn at any time.

Standard credit terms are 30 days EOM (end of month) unless otherwise agreed in writing.

Late payments may incur interest at 8% above the Bank of England base rate.

The Buyer shall be responsible for all reasonable recovery costs incurred.

## **SECTION C – SERVICE & MAINTENANCE SLA ADDENDUM**

### 10. Scope

This SLA applies only where a service or maintenance contract is agreed in writing.

### 11. Response Times

Remote support: within 1 business day.

On-site attendance: within 10 business days, subject to location and access.

Emergency response is chargeable unless included in contract.

### 12. Exclusions

The SLA excludes faults caused by third-party interference, misuse, force majeure, or non-compliant installations.

### 13. Planned Maintenance

Planned maintenance visits shall be scheduled by mutual agreement.

Access must be provided at agreed times.

## **SECTION D – GENERAL**

### 14. Data Protection

Both parties shall comply with UK GDPR and applicable data protection laws.

### 15. Entire Agreement

These Terms & Conditions constitute the entire agreement between the parties.