

## Mottaghan Reid Terms and Conditions.

### TERMS

**YOUR STATUTORY CUSTOMER RIGHTS ARE NOT AFFECTED  
IMPORTANT - PLEASE READ THESE TERMS AND CONDITIONS OF SALE - WE UNDERSTAND  
THESE HAVE BEEN FULLY UNDERSTOOD BY YOU WHEN PLACING AN ORDER WITH US  
EITHER ONLINE, TELEPHONE OR EMAIL.**

This website is owned and operated by Mottaghan Reid in the UK.

#### **HEAD OFFICE:**

Mottaghan Reid: Staffordshire. Further contact details: See our **about us** page.

### **CONSUMER TERMS AND CONDITIONS**

The listed terms and conditions shall apply to the sale and supply of products by The Company to the entity hereby referred to as 'The Customer'.

Legal ownership of any goods supplied shall remain vested to 'The Company' until such time that full payment of any outstanding order/invoice monies has been received in connection with the sale. **DO NOT install or unpack any product until payment is confirmed as received or full written permission has been given by us.**

Should the 'The Customer' obtain goods prior to full order payment, 'The Customer' accepts that 'The Company' retains the right to demand and receive immediate settlement of outstanding monies prior to transfer of ownership, or the 'The Customer' grants 'The Company' unrestricted access to reclaim the goods, at which point an order cancellation process shall be instigated.

The saleable condition of the goods prior to any reclaim is sole the responsibility of 'The Customer' We have a strict Privacy policy, and this can be seen here: **Mottaghan Reid Policy**

#### **1. SELF Installation.**

Installation and Instructions - IMPORTANT. Mottaghan Reid do not promote the self-assembly, construction or installation. Mottaghan Reid promote the assembly, construction and installation by trained and competent professionals. However, we do recognise that this may be the customers preferred option.

Mottaghan Reid will endeavour to provide adequate installation instructions. It is the customers responsibility to ensure that the instructions are sufficient prior to starting the construction, installation or assembly. Please satisfy yourself that the instructions you are likely to receive are enough can be understood and sufficient for you to be able to carry out the assembly, construction and installation safely.

**Self-Installation - Skill Sets.**-Please satisfy yourself that these are adequate for your needs and skill sets.

In the case of any Mottaghan Reid products assembled, constructed or installed, where the Customer is carrying out any or all of these functions, the Customer agrees that they have they have adequate skill sets and knowledge to be able to carry out the assembly, construction safely.

If at any instructions are not sufficient, we strongly recommend that you take advantage of our assembly, Construction and Installation services.

Where our customers are or have employed labour or services to carry out the assembly, construction or installation, the Customer agrees that the employed labour has the required skill sets and knowledge to be able to carry out the assembly, construction and installation safely.

No responsibility or liability will be taken by the Company for any assembly, construction or installation where the assembly, construction or installation was not carried out by the Company.

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### **2. Mottaghan Reid Assembly, Construction and Installation.**

**At Mottaghan Reid** We work with numerous approved fitters, construction companies across the UK.

#### **Recommended Service Provider. - Assembly, Construction & Installation.**

There may be cases and projects where the Company introduce a Recommended Service Provider. In such instances the Company will introduce you and your contract for fitting will be direct with the Recommended Service Provider. We take no responsibility or liability as to the Recommended Service Providers level of work. The Recommended Service Provider is responsible for their own level of work and should be held to account by the Customer.

#### **Mottaghan Reid Fully Managed Services.**

Where Mottaghan Reid have been employed for the supply, delivery, assembly, construction and installation of any products, Mottaghan Reid will take all necessary precautions to carry out the work safely. Where the Fully Managed Services have been employed, we take liability and responsibility for the delivery, assembly, construction and installation and the safe working practices of our employed staff. Where labour is working on a sub-contract basis for and on behalf of Mottaghan Reid, Mottaghan Reid will ensure that all bona-fide subcontractors have adequate protection and insurance policies in place as requested and stated as a minimum by UK Law. Where sub-contractors are working for and on behalf of Mottaghan Reid, responsibility for the contacts will be that of Mottaghan Reid only where they are acting on the instruction of Mottaghan Reid. All other instructions or requests as part of any works should be directed to Mottaghan Reid.

Prior to an installation team arriving please consider the following:

- A flat completely level base made from suitable material with a suitable construction design and finish.
- Unobstructed accesses for the fitting team from item to sight.
- Clear access all around the proposed site, we recommend at least 1200-2000mm for some products and construction.
- A safe environment and grounds to be able to complete the project in a safe manner.

#### **Mottaghan Reid Fully Managed Service Includes.**

- Supplying your chosen product including delivery.
- Assembly, construction and installation of your chosen product as soon as possible after it has been delivered as possible. We will do our best to arrange it as quickly as possible however we do allow 15 working days from the day it has been delivered. This is subject to conditions and events outside of the control of Mottaghan Reid.
- On Site consultation at the beginning of the fit to discuss location and positioning of doors and windows.
- Correct installation as per our recommendations.
- Fitting of felt shingles / roofing materials and floor when supplied.
- Handover and care advice following installation.

#### **Mottaghan Reid Fully Managed Service conditions must be met:**

- The package is no further than 100m from the fitting site.
- A flat and level base built to our recommendations only.
- Clear and unobstructed access including no sharp turns and overhead obstructions.
- A clear working area of 1.20m from the leading edge of any roof. In the case of the apex this needs to be 0.60m.
- A clear area to lay out component parts prior to fitting.

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- Whilst our fitters are extremely careful, no responsibility is accepted for damage to grass or borders in the vicinity of the fit and the route to it.
- Other than the initial discussion and handover the site must be cleared of all people, animals and children. The fitters need to work unhindered. This includes discussions and questions during the fit.
- Legal parking at the front or on the property for installation vehicle(s)
- Access to water, electricity and toilet facilities on site for the fitters.
- In the case of verandas: This is a basic fit service. No groundwork will be undertaken other than digging in foundations. Alterations such as planing a wall straight, re-routing of guttering etc is not included unless specifically quoted and included in the contract or order.

### Mottaghan Reid Installation does NOT include:

- Base laying other than timber frame bases which are available as a separate service and by arrangement unless specifically detailed in any quotation and ordered as part of the contract or order.
- Electrical work or related services unless specifically detailed and included in the
- Treatment of the timber unless where specifically quoted and ordered as part of the contract or order.
- Any other work not related directly with the order placed on Mottaghan Reid
- Clearing / removal of any pallets, offcut timber, spare logs shingles wastage or packaging. These waste products will of course be left safe and tidy for your own disposal specifically quoted and ordered as part of the contract or order.

### 3. PLACING AN ORDER

You are deemed to have placed an order with us by ordering online via our online checkout process or by placing an order over the telephone or via email / mail. Any order by this means is deemed as a contractually binding agreement. Any cancellation form receipt of an order to the Company from the Customer may incur a cancellation charge to which the Customer agrees to cover in the event of the cancelled order or the work not proceeding within 3 - 4 months. Confirmation of your order will be sent by email. We will send written confirmation via mail on request.

We may not be able to accept your order:

- Where goods are not available.
- If there has been a pricing or product description error.
- Where we cannot obtain authorisation for your payment.
- Where it is logistically impossible for us to deliver the goods to that location, or where additional service fees apply.
- When we refuse an order for any other reason at our discretion.

The Company shall notify The Customer should their order not be accepted and inform them of any changes and/or additional charges. In such an event the Customer agrees to pay the Company any order cancellation charges.

Should the customer accept any revision to their order the order will be accepted and processed. If declined The Company will cancel the customer's order and refund any monies if they have been received less any order cancellation charges.

Should the customer not allow an order to be fulfilled within 3 - 4 months for whatever reason of the date of order we will assume the order is cancelled and any payments that have been made are refunded in full less any order cancellation charges.

Order cancellation charges apply to cover the costs of administration in processing the cancelled order. Cancellation charges apply as follows. 10% of the order value if the order is only at administration stage, the material and process cost should the order have been committed to manufacturing.

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### 4. DELIVERY

Delivery is excluded from all our prices unless specifically stated and included in our quotation.

**ALL DELIVERIES ARE CARRIED OUT BY EXTERNAL HAULIERS OR CARRIERS.**

The Company will try our best to deliver within the estimated delivery times shown on the product pages subject to any conditions or factors outside of our control.

Estimated Delivery lead-times are provided in working days (Monday to Friday, excluding bank holidays)

Estimated delivery lead-times commence from the next working day. During exceptionally busy periods or in remote outlying areas lead times maybe exceeded. In such circumstances we will ensure that customers are kept informed.

If you are having your building installed independently wait until you have been notified of a confirmed and secure delivery date and in possession of the product before booking installation.

Please be aware that occasionally deliveries can be delayed due to circumstance out of our control such as breakdowns, weather, traffic etc.

We will not be held liable for any costs associated with a late or failed delivery out of our control. We suggest that on receipt of goods that you satisfy yourself that the order has been delivered in full prior to commencing or arranging installation.

Delivery are made weekdays and typically during the hours of 7.00am to 10.00pm. The Company is not able to offer timed deliveries.

The majority of the products offered for sale are flat-packed for ease of handling and delivery and consideration should be given to the size and weight of products prior to ordering.

Deliveries are to kerb-side only unless it has been pre-agreed in writing. If access is restricted, please let us know at time of order. It is The Customers responsibility to provide unobstructed access for the delivery to take place. Any failed or returned deliveries will result in additional charges being passed to The Customer.

**All large buildings will arrive via a substantial lorry, which is normally a 40' articulated lorry with a demountable forklift.** Please understand the size limitations of this vehicle! The Customer should notify the company of any limitations regarding size of your unloading area before and/or after your order. We need at least a **3.5m** through clearance to manoeuvre any large packages.

The driver of the forklift will enter your property with your permission to move the packages to the site you designate with a hard surface suitable for a forklift to operate on such as a driveway.

To deposit the package the forklift will need manoeuvre room of about **4m**. The customer agrees that the Company shall not be responsible for any hardstanding of ground surface during delivery.

You do not need to be in attendance if a signed authorisation form and instructions for the driver has been sent to us prior to delivery. However, the driver will only enter your property if he considers it safe to do so with consideration to by standers, himself and his vehicles safety.

The driver will not however unpack and move any component parts to another location. He will not be responsible for damages of your property once you have given permission to enter your property with the vehicle. All reasonable care and attention will of course be given.

Notification of delivery will be made by telephone call / message, email, by the carrier or the Company within a week of delivery.

Any discrepancies with deliveries must be notified to Mottaghan Reid by the end of the following day by email only.

Please see these pages for more details on delivery:

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### 5. PAYMENT

When paying via either PayPal or through our credit card processor payment is 'Authorised' but it will not be 'Captured' until just prior to delivery.

Payment is accepted by Cheque, Bank Card or Bacs. (Cheques should be made payable to Mottaghan Reid).

BACS payment is accepted, and our bank account details are sent on receipt of order.

Standard Payment Terms are as follows

10% with the order

80% at the time of production.

10% prior to assembly, construction or installation. Or

10% prior to shipping.

Time for payment shall be of the essence and any failure to pay shall entitle the Company at our option to treat the contract or purchase order as repudiated or cancelled by the Customer, to delay delivery until paid or appropriate any payment made by the customer to such of the Goods as we may think fit, notwithstanding any purported appropriation by the customer (without prejudice to any other remedy that the Seller may have). Receipts for payment shall be issued only on request.

**Please Note we require payment BEFORE delivery is made and is asked for when we arrange delivery with you.**

### 6. RETURNS FAULTY GOODS

All goods supplied are newly constructed for sale and as such are manufactured to match the specifications shown within the product literature with the exception of clause 8 below.

From time to time we do sell ex display lines, these items are clearly marked as such and this should be taken into consideration prior to ordering.

If the product is damaged or broken on arrival you can return the goods for the supply of a merchantable replacement. It is imperative that if any part of your order is damaged then a photo should be taken of the product in situ of packaging e.g. for log cabins the damaged part must remain on the pallet.

Damage should be reported immediately on delivery via **EMAIL ONLY** and we may request photographic evidence of the condition of the damage or faulty item, you should not attempt to fit or modify the product in anyway and must retain the original packaging.

In the case of larger products such as gazebos, log cabins etc we will arrange collection of the goods. For our smaller items it may be necessary for the customer to return them.  
Address to which returns should be clarified first.

It is the responsibility of the customer to retain possession and take reasonable care of the goods until they have been returned to the possession of, The Company or their appointed carriers. We cannot accept back for a replacement any item which has been assembled or modified in any way.

If on return the product is found to be sound, complete and as described for sale, any return charge will apply.

Reimbursement of rejected goods, less any charges defined above, will be made to the customer as soon as possible and certainly within a period not exceeding 90 days from the date of return.

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### 7. RETURNS CANCELLED ORDERS

In line with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulation 2013 'The Customer' shall have a period of 14 working days after the date of delivery within which time they may cancel their order for a product with the exception of goods that have been made to The Customers own specification. If the customer is exercising their right to cancel the contract, then returns must be made within 14 days.

Cancellations should be sent by **EMAIL** or by registered post to 'The Company' office address, quoting the order reference given when the order was placed.

It is the responsibility of The Customer to retain possession and take reasonable care of the goods until they have been returned to the possession of, The Company or their appointed carriers. We cannot accept back for a full refund any item which has been assembled or modified in any way including the destruction of any packaging. The product must be returned as new and resaleable as such.

It is the responsibility of The Customer to meet all product return costs and where The Company is arranging collection the customer will be notified of the return charge prior to undertaking the process.

Reimbursement of cancelled orders monies, less any charges defined above, will be made to the customer as soon as possible and certainly within a period not exceeding 90 days from the date of return.

### 8. SHORTAGES & DAMAGES

All goods should be inspected on delivery and any shortages or damages notified to the carrier immediately and to the company within a reasonable time by **EMAIL ONLY** or in the case of large items when it is reasonably practicable.

Under the new Consumer Rights Act 2015 the consumer can reject the goods and get a full refund if found to be damaged.

If an item has been delivered with a damaged replaceable part, we will send a replacement part to you. We don't replace items that have replaceable damaged parts, **items are only replaced if the parts are not replaceable or at our discretion.** In order to establish the nature of the damage we ask for evidence in the form of pictures / images. When we receive these, we will make a judgement on how to proceed. A photo should be taken of the product in situ e.g. for log cabins the damaged part must remain on the pallet.

Shortages and damages should be reported by **EMAIL** to the company. We may request photographic evidence of the condition of the damage or faulty item. We will also ask for the unique product number on the package or plans supplied in the case of log cabins. Without this we **CANNOT** process a claim.

Upon approved claims we will forward replacement parts, usually within **5 - 14 working days**, subject to stock levels in the UK. Some parts may take longer.

The Company reserves the right to decline any requests should damage or miss-use of the product have occurred upon the customer's property or during self-assembly.

The Company will not be liable for any costs incurred by the customer should they fail to inspect and satisfy themselves that the product is sound and complete prior to assembly or engagement of fitters.

#### Glass breakage

All our log cabins are packed very tightly and secure. In the extremely unlikely event, you find a crack in the glass, please photograph it while it is in the pallet with the pallet and packaging visible and email it to us so a claim can be made against the haulier. Please note the glass is NOT toughened glass (unless specifically mentioned) and nor is it required to be for garden buildings in the UK.



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### 9. DIMENSIONS, SPECIFICATION AND ACCURACY

Whilst we endeavour to give customers every possible means of making an informed decision including brochures, website content and our customer service, it is not always possible to give every exact specification or dimension found on a building or product and on occasion we may amend the specification of the products without our prior notification.

Please note pictures we use are a representation of the product. Other pictures are of customers products and may feature additional customisations carried out by the customer.

If you are at all concerned as regards a product specification, dimensions, suitability or quality then please contact the Company to clarify your concerns.

Our website may detail '**plans**' and '**manufacturing drawings**' of our products on some product pages. We try to keep these accurate and updated and are there for guidance **only**.

**However, it is NOT always possible to keep these fully updated and these cannot wholly be relied upon as the sole basis of information as regard suitability.**

If the plan and very exact dimensions are of highly critical importance to your order such as for a precise base, exact window dimensions to with 1cm, heights, installation etc then please ask us for the VERY latest version to ensure complete accuracy of the product and any amendments to the specification that maybe in force.

**ALWAYS follow the plans sent with the product and contact us with any concerns you have if variances arise before installation. NEVER cut timber without our explicit permission.**

**FREE OFFERS:** Occasionally we offer items free with various products. These are subject to availability and can be changed / withdrawn at any point

### 10. BUILDING REGULATIONS.

None of our buildings, structures or products comply to building regulations as standard. To comply to building standards other elements will need to be added such as fire proofing, insulation, safety glass and foundations. Please contact your building control office for the requirements needed to meet building regulations. Mottaghan Reid can supply buildings that are building regulation compliant. Requests for these would have to be made in writing and requested prior to quoting any product.

#### **Planning Permission.**

We can advise on planning permission when asked but we will take no responsibility for this advice should it be incorrect. Please always check with your local planning office for any rules in your area and make yourself aware of the regulations pertaining to your purchase.

**NO responsibility is accepted for non-compliance with building regulations or planning requirements pertaining to your situation - Please ensure you have thoroughly checked these requirements if pertinent to you.**

**Where a building or structure requires planning permission, Mottaghan Reid can offer a service to assist with obtaining planning permission. Cost for this will be quoted separately**

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### **11. TIMBER INFORMATION**

When placing an order, you understand the inherent properties of timber which will affect your timber product to a lesser or greater degree: By taking delivery of one of our timber products as the customer you accept and expect changes to wood. Timber is a natural product and effects on the times from drying, weathering and much more may affect the timber. Changes to the timber such as cracks and splits are not faults, or faulty manufacture, assembly, construction or installation. This also applies to any treated or wood treatments that have been applied to the timber.

#### **Properties of timber:**

Wood is a natural material with excellent characteristics, such as:

- Sturdiness
- Elasticity
- Noise reduction
- Easily manageable
- Natural character

#### **Being natural material, wood also the following characteristics:**

- Swelling and shrinking / crack forming
- Resins
- Marrow
- Gnarl and grains
- Ruggedness of areas and edges
- Formation of salts
- Pinholes
- Fungi and blue moulds

#### **Swelling and shrinking / crack forming:**

The air humidity influences the volume of wood. This makes wood swell and shrink. We call this "warping" of wood

#### **Resins:**

The product can spill resin after finishing, especially in the first year. Resins get brittle quickly on the surface of wood. It will fall off spontaneously or can be removed with a plane.

#### **Marrow:**

In the stem centre you will find marrow. This is the nutritional canal of a tree. It is sometimes confused with wood rot.

#### **Gnarl and grains:**

These are characteristic of wood and will give each piece of wood its own character.

#### **Ruggedness of areas and edges:**

Due to its specific structure rugged areas or edged may always remain, despite planing or milling carefully.

#### **Formation of salts:**

With impregnated wood it may seem as if salts are formed on the surface of wood. It is actually resin that colours yellow/green due to the impregnation. These stains will vanish in time.

#### **Pinholes:**

These are produced by small xylophagous insects. These insects were killed while processing the stem into the end product. It has nothing to do with wood worms.

#### **Fungi and blue moulds:**

Wood impregnated by boiler pressure induction will become very humid while being processed. As a result, the wood can be affected by mildew and fungi, especially during the warm seasons. These visual imperfections of the product will vanish or can otherwise easily be removed by hand. Fungi do not affect the quality or strength of the wood. Since wood can swell and shrink as a natural product, the dimensions listed in the catalogue and product pages can show small deviations.



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### **12. ANTI ROT GUARANTEE**

To receive the full guarantee, it is necessary that you treat the products with our preservatives or treatment recommended by us. This guarantee covers fungal and insect attack. It does not cover warping, cracking or movement over time. The guarantee is valid if:

- The building has been built on a firm and level base.
- Installed as per the company's instructions and assembled, constructed and installed by the Company
- Has not been customised in any way
- The building has had immediate treatment and it is repeated every 12 months and achieving a depth of coverage of 80 - 120 microns. The treatment is applied by the Company its employees or its subcontractors as employed to carry out the service by the Company on instruction form the Customer
- The building has not been touching any wall, tree or bush nor within a 'wet spot'.
- Note: The anti-rot guarantee is not insurance backed and does not affect statutory rights.

### **13. COMPLAINT**

In the event of any complaint or grievance, 'The Customer' is to in the first instance make contact via **EMAIL or LETTER** stating their order reference and the nature of their complaint.

Complaints and Grievances will **ONLY** be managed by written correspondence via **EMAIL**.

**WE DO NOT AND WILL NOT DEAL WITH COMPLAINTS VIA PHONE CALLS ALONE.**

We will only respond to complaints when written. All phone calls will not be actioned until a written complaint is sent. This is to ensure a very high service and for a complete record to be kept of the exact nature of complaint and the subsequent steps to resolve it.

All communication once deemed a 'complaint' by either the customer or company is via email or letter **ONLY** and substantiated by pictures when requested by the 'company' including unique numbers and evidence of damage if applicable during transportation only.

We ask that any request for pictures is honoured and sent as asked in a large format (Not resized)

All communications of this nature will receive a response outlining 'The Company's' position and a course of action within 1 week of a complaint being received during normal working hours. Should action be required by 'The Company' to redeem a matter this shall be undertaken with speed as the essence. It is the intention of 'The Company' to resolve any dispute amicably and to the satisfaction of 'The Customer' at the earliest opportunity.

If it is not possible to resolve via email, co-operation and following our advice we will attend site to inspect the issues. Please note though if the problem lies with incorrect installation there is a £400 charge for the visit.

If the company are unable to resolve a complaint that you make within 12 weeks you can take your complaint to The Retail Ombudsman. This is an independent organisation specialising in providing an alternative dispute resolution service for consumers and retailers.

At all times the customer agrees should any complaints arise, these should be discussed and disclosed only to the company and regulatory bodies and authorities where necessary, that the complaint will be kept from any media sources, publications or platforms and defamation against the company, the company has the right to pursue for any damages such complaints may cause.

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### **14. LIMITATION OF LIABILITY**

The Company shall not be liable to the Customer, any end user or any person claiming under or through the Customer or an end user for any loss, damage, expenses or other consequences resulting from (i) the use or the inability to use the materials, product(s) or services provided by the company, (ii) the properties of the materials, products or services provided by the company, (iii) the need to procure or the procurement of substitute goods, materials, products or services for the products or service or for any item, service or other benefit received, owned, possessed or otherwise enjoyed through the products or service provided by the company, (iv) any message or other communication received or transaction entered into through or from the product or service from the company, (v) unauthorized access to or alteration of the Company's product or service to the Customer's or that of any End User's (vi) the statements or conduct of any person having access to or providing materials, products and services on behalf of the Company, (vii) any other matter relating to the materials, products of services provided by, for or on behalf of the Company;

regardless of whether the same are suffered directly or indirectly or are immediate or consequential, and whether the same arise in contract, tort or otherwise.

provided, however, that this clause shall not prevent claims for direct financial loss suffered by the Customer due to the Company's intentional or grossly negligent breach of this Agreement, and that the total liability of the Company, whether in contract, tort or otherwise shall in no circumstances exceed a sum equal to the amount that the Customer has paid to the Company less any administration or manufacturing costs incurred or deemed appropriate by Mottaghan Reid.

Any claim that the Customer may have under the Agreement or in connection herewith must be filed and duly sent to the Company within one month after such claim arose or shall be forever barred.

### **15. Indemnification**

The Customer will defend, or at its option settle (with no harm or cost to the Company any third party lawsuit or other proceeding brought against the Company based upon or otherwise arising out of the Customer's or any End User's (i) use or misuse of the materials, products or services provided by the Company, (ii) content, (iii) use or misuse of any information data or branding owned, provided or supplied by the Company (iv) infringement of Intellectual Property.

### **16. Intellectual property and proprietary rights**

The Customer acknowledges that all materials, products or services-related Intellectual property belongs and shall belong to the Company. The Customer shall not acquire any right, title, or interest in the aforesaid Intellectual Property or otherwise in connection with the materials, products or services, except for the limited rights of use expressly set forth in the Agreement. Any rights not expressly granted herein shall be deemed withheld.

Neither the fact of concluding this Agreement, nor any provision contained herein, nor any breach by the Company or the Customer of its obligations hereunder, shall be construed as creating in the Customer or cause the Customer to acquire any proprietary right, security interest, pawn or any other right of security with respect to any item or asset belonging to the Company.

The Company respects the Intellectual Property of others and may, in appropriate circumstances and at its discretion, disable or terminate any transaction or trade through which the rights of others are infringed.

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### **17. Force majeure**

Neither the Company shall not be liable to the other for breaching its obligations due to a circumstance beyond its control, such as, for example, an act of God, an act of government, war, civil unrest, an act of terror, strike, epidemic, pandemic, trading restrictions, natural or unnatural effect on raw materials, internet service provider failure, currency or market crash, or any other circumstance qualifying as force majeure. However, nothing in this clause shall excuse either the Company or Customer from any payment obligation hereunder.

### **18. CONTACT**

Should anything whatsoever concern you within these terms and conditions please ask us for further clarification or guidance. Should you have any urgent questions out of normal working hours please email: [enquiries@mottaghanreid.com](mailto:enquiries@mottaghanreid.com)

### **Trading Terms Conditions.**

**When trading with Mottaghan Reid, the customer agrees to the terms and conditions set out. Terms and Conditions may change without notice. Mottaghan Reid have the right to change terms and conditions of trading as required or as deemed necessary.**