

Additional Terms and Conditions In Respect of Third Party Deliveries

- A. These additional terms and conditions shall apply in the event where the Buyer orders goods and services from the Seller and as part of that order requires the Seller to deliver or act as Agent for the Buyer in the supply and delivery of the goods and services.
- B. These are additional terms and conditions which are in addition to our standard Terms and Conditions where these additional conditions may conflict with the standard terms of purchase herein these shall take precedence.
- C. No variation of these terms and conditions shall be permitted unless agreed in writing by the Buyer.
- D. Any order placed in accordance with these terms and conditions shall be the only accepted terms and conditions and be paramount in respect of the terms of this agreement and the Buyer will not accept any other terms and conditions will apply.
- E. These additional terms and conditions are incorporated into the order and are in particular incorporated in the case where the seller is to supply goods and /or services to the Buyer where the Buyer has requested that the Seller shall deliver as agent for the Buyer goods /services to a nominated customer.
- F. The Seller shall at all times meet the requirements as recommended by the CA Control of Major Accident Hazards (COMAH) Containment Policy and any other regulations or recommended practices issues by the Health and Safety Executive.
- G. The Seller has been asked to supply goods and services for an on behalf of the Buyer subject to the terms of the Order and the Seller hereby agrees to comply with our recommended good practice procedures and to act for the Buyer as their Ambassadors:

Best Practice

- (i) **Correct tank authorised signature.** Ensure that the customer has directed you to the correct tank before discharge and that the customer has signed to confirm that you are delivering to the correct tank.
- (ii) This includes ensuring that the tank has the appropriate capacity to take the proposed delivery quantity. Should the tank not have the capacity required, notify the customer and contact the Buyers office immediately to take further instructions.
- (iii) Keep checking tank to insure it does not overflow.
- (iv) **Signing of Documentation:**
 - When delivery has finished, ask the customer to check the delivery meter and sign for the appropriate quantity – ensure that customer spells name correctly in full.
- (v) **Failed Deliveries:**

- In the event that you are unable to deliver to the customer you must inform the Buyers office immediately with the reason why.

(vi) Act as an Ambassador for the Buyer:

- At work act as an ambassador for the Buyer when meeting customers creating an excellent impression.
- The Buyer wants its customers to think of our drivers as the best so always be:
 - i. Polite.
 - ii. Courteous.
 - iii. Respectful.
 - iv. Helpful.
 - v. Smart.
 - vi. Clean.
 - vii. And professional at all times.

A. The Seller shall in the event of any breach of this agreement or its terms unconditionally indemnify the Buyer.

B. The Seller shall warrant that it shall take all steps in agreement with the Buyer to resolve all difficulties that may have been caused by the breach of the Seller. The following shall where appropriate be incorporated into any order which is the subject of these conditions.

C. These additional conditions shall apply:

(i) **This list in not exhaustive:**

In the event of an incorrect delivery:

- a. The seller will immediately (within 1 hour) notify the buyer.
- b. Take all steps necessary to recover any wrong or incorrect delivery at no cost to the buyer.
- c. Take all necessary steps to ensure that the Customer received the correct goods at the correct time.
- d. Meet all additional costs that may be incurred arising as a consequence of the breach by the Seller.
- e. The buyer determining whether or not the Seller has complied with the contract.
- f. In all matters the Buyer shall only be liable to discharge the costs of this order as delivered correctly and in accordance with the terms of the order.

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