

TERMS AND CONDITIONS

SolutionsPT Limited ("**SolutionsPT**") and any third party named in an Order Acknowledgement (whether an individual or corporate body) ("**Client**") acknowledge and agree that, by the Client submitting an Order and providing payment for such Order, a contract for SolutionsPT to supply Software Media and/or Hardware is made between the Client and SolutionsPT upon these terms and conditions and our Terms of Use and Privacy Policy for the Website (collectively an "**Agreement**") to the exclusion of all other terms and conditions. In the event of a conflict between these terms and conditions, our Terms of Use and Privacy Policy, these terms and conditions shall prevail.

No terms or conditions endorsed upon, delivered with or contained in any document or other communication (electronic or otherwise) supplied or sent by the Client relating to an Agreement shall form part of such Agreement and the Client waives any right which it otherwise might have to rely on such other terms or conditions.

ORDERS MAY ONLY BE PLACED BY BUSINESSES OR INDIVIDUALS ACTING IN THE COURSE OF A BUSINESS. ORDERS MAY NOT BE PLACED BY CONSUMERS. IN PLACING AN ORDER THE CLIENT WARRANTS THAT IT IS A BUSINESS OR IS ACTING IN THE COURSE OF A BUSINESS.

1. ORDERS

- 1.1 Orders will not be accepted from, and goods will not be delivered to, anywhere outside the Territory.
- 1.2 The Client may place an Order by filling in the Order Form on the Website and clicking the appropriate submission button (or such button as the Website mechanism provides). The Client shall not be able to submit the Order until it has indicated its acceptance of these terms and conditions by clicking the appropriate tick box on the Website.
- 1.3 The Client must pay for the Software Media and/or Hardware (as applicable) at the time of submitting the Order Form and in accordance with clause 2.
- 1.4 SolutionsPT and the Client will be deemed to have entered into a legally binding agreement upon payment being authorised and taken for the Order in accordance with clause 2.2.
- 1.5 SolutionsPT will provide confirmation of the Client's Order by issuing an Order Acknowledgement to the Client's email address provided by the Client on the Order Form. The Order Acknowledgement shall confirm the details of the Order, the estimated date of delivery and the Client Site(s) or such other premises to which they are to be delivered.
- 1.6 If the Client is not satisfied with the estimated date of delivery specified in the Order Acknowledgement, the Client has the right to cancel the Order within 7 days of receipt of the Order Acknowledgement from SolutionsPT by telephoning SolutionsPT on 0161 495 4696 or by emailing SolutionsPT at sop@hardwarept.co.uk. If the Client cancels the Order within the specified period SolutionsPT will refund the Client the Price paid in respect of the cancelled Order. Any cancellations received after the expiry of this 7 day period shall not be valid and the Client will not be entitled to a refund.
- 1.7 Whilst SolutionsPT will make every effort to supply the Client with the Software Media and/or Hardware listed in the Order, there may be occasions when SolutionsPT is unable to provide the Software Media and/or Hardware because, for example:
 - (a) such Software Media and/or Hardware are no longer being manufactured or available;
 - (b) SolutionsPT does not hold sufficient stock of the Software Media and/or Hardware to fulfil the Order; or
 - (c) SolutionsPT cannot obtain sufficient stock of the Software Media and/or Hardware in a reasonable time to fulfil the Order.
- 1.8 If SolutionsPT is unable to fulfil an Order it will contact the Client to inform them. In such circumstances the Client does not have the right to acquire any alternative Software Media and/or Hardware from SolutionsPT. SolutionsPT has the right to cancel the Order in relation to such Software Media and/or Hardware that it cannot supply and will refund the Client the portion of the Price paid in respect of such Software Media and/or Hardware not supplied.

1.9 Subject to clause 11.1 below, refund of the Price (or a portion thereof) under section 1.6 or 1.8 shall be the Client's sole and exclusive remedy in the relevant circumstances.

2. PAYMENT AND INVOICING

2.1 All payments must be made by credit, debit or charge card only.

2.2 The Client must supply its credit, debit or charge card details when it places an Order. The Client's credit, debit or charge card will be charged when the Client submits the Order Form by clicking on the submission button (or such button as the Website mechanism provides). SolutionsPT will not be deemed to have accepted the Client's Order until the Client's credit, debit or charge card issuer has authorised the use of its card for payment of the Software Media and/or Hardware ordered. If SolutionsPT does not receive such authorisation, it shall inform the Client. SolutionsPT reserves the right to verify the identity of the credit, debit or charge card holder by requesting appropriate documentation.

2.3 The Client shall make all payments in full without any deduction, whether by way of set-off (whether in equity, at law or under contract), counterclaim, discount, abatement or otherwise.

3. AMENDMENT

3.1 Save as provided in clause 1, the Client may not amend an Order once it has become legally binding, save in the event of manifest error. In the event of such an error, the Client should contact the SolutionsPT on telephone number 0161 495 4696 or by email to sop@hardwarept.co.uk. No amendment to an Agreement (including any related order for Software and/or Hardware set out in a relevant Order Acknowledgement) shall be effective unless made in writing and signed by each of the parties.

4. DELIVERY

4.1 SolutionsPT shall deliver Software Media on which the Software is loaded, and/or Hardware (as applicable) to the Client Site(s) or such other premises as are specified in the Order Acknowledgement

4.2 SolutionsPT shall use its reasonable endeavours to deliver the Software Media and/or Hardware (as applicable) on the date specified in the Order Acknowledgement. Save where the parties agree otherwise in writing, any dates and/or times specified for delivery of the Software Media and/or Hardware (as applicable) are intended to be estimates only, and time of delivery shall not be of the essence. SolutionsPT may arrange for earlier delivery of the goods to the Client upon giving reasonable notice to the Client to such effect.

4.3 If the Client fails to take delivery of any Software Media and/or Hardware (as applicable) when supplied by SolutionsPT (save due to the same having been materially damaged in transit), SolutionsPT may at its absolute discretion:

- (a) store such Software Media and/or Hardware until actual delivery to the Client, in which case the Client shall be liable for the relevant costs of storage and insurance incurred by SolutionsPT;
- (b) if the Client fails to take delivery of such Software Media and/or Hardware within 21 days of the original delivery date, and in the interim SolutionsPT has increased its list prices for the same, increase the related Price payable by the Client to match such increased prices; and/or

- (c) if the Client fails to take delivery of such Software Media and/or Hardware within one month of the original delivery date, delivery shall be deemed to have occurred for the purposes of any related payment due to SolutionsPT.

5. TITLE AND RISK

- 5.1 Title to the Software Media and/or Hardware (as applicable) shall pass to the Client on delivery in accordance with these terms and conditions.
- 5.2 Risk in the Software Media and/or Hardware (as applicable) shall pass to the Client on delivery in accordance with these terms and conditions. From such date, the Client shall insure such Software Media and/or Hardware against all insurable risks with a reputable insurance company for not less than the Price due to SolutionsPT for the same and use its best endeavours to procure the noting of SolutionsPT's interest on the relevant policy. If such Software Media and/or Hardware is destroyed by an insured risk before the Client has paid for them, the Client shall hold the insurance proceeds on trust for SolutionsPT.

6. CLIENT OBLIGATIONS

- 6.1 The Client is responsible for:
 - (a) (subject to clause 7 below) ensuring that the Software Media and Hardware ordered are adequate to meet its requirements;
 - (b) the provision, operation and maintenance of the Client Architecture, and in particular shall ensure that it meets or exceeds each Minimum Architecture Specification;
 - (c) the maintenance of such environmental conditions as are necessary for the proper functioning of the Software and Hardware, including the provision of adequate electrical and air conditioning resources; and
 - (d) ensuring it has adequate ongoing support and maintenance facilities in place in respect of the Software and Hardware.
- 6.2 The Client shall:
 - (a) execute or otherwise confirm by such method as is in accordance with the requirements of the relevant software publisher, its acceptance of each relevant End User Licence Agreement promptly following delivery of the Software Media; and
 - (b) comply in full with the terms of each relevant End User Licence Agreement(s) thereafter.

7. WARRANTIES

- 7.1 SolutionsPT warrants that:
 - (a) the Software Media and/or Hardware (as applicable) shall conform to the description of the same provided by SolutionsPT in its Order Acknowledgement; and

- (b) the Hardware shall be free from material defects for a period of twelve (12) months from the Acceptance Date or date of delivery (whichever is the later).

7.2 THE WARRANTIES SET OUT IN THIS CLAUSE 7 ARE IN LIEU OF ALL OTHER REPRESENTATIONS, CONDITIONS, WARRANTIES OR OTHER TERMS WHICH MAY BE IMPLIED BY STATUTE OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED CONDITION OF SATISFACTORY QUALITY OR FITNESS FOR A PARTICULAR PURPOSE, WHETHER IN RESPECT OF THE HARDWARE OR THE SOFTWARE MEDIA.

7.3 The Client acknowledges and agrees that any defects in the Software or Software Media (other than where the same fail to conform to the description provided by SolutionsPT in its Order Acknowledgement) are in each case a matter for the Client and the relevant software publisher pursuant to the applicable End User Licence Agreement.

8. INTELLECTUAL PROPERTY RIGHTS

8.1 All Intellectual Property Rights in the Software and Hardware shall remain the property of the relevant third party software publishers (as identified in each applicable End User Licence Agreement) and manufacturers respectively.

8.2 The Client shall not remove, alter, cover or obfuscate any patent, copyright, trademark, tradename, or other proprietary notices, labels or marks (including the trade name "Wonderware" and any related logo or trademark) of SolutionsPT, Invensys Systems Inc or any third party software publisher on the Software Media and in respect of the related Documentation shall reproduce such notices, labels and marks on any permitted copies of the same that the Client makes.

8.3 The Client shall promptly notify SolutionsPT of any unauthorised use, disclosure, reproduction, or distribution of the Software or the Documentation which comes to its attention, or which it reasonably suspects.

8.4 Neither party will make use of any logo, trademarks or trade name or Intellectual Property Rights of the other (save those expressly licensed herein) without the other's prior written consent. For the avoidance of doubt, the Client shall not use the trade name "Wonderware" or any related logo or trademark of Invensys Systems Inc., or any trade name or logo or trademark associated with any Software, except to the extent expressly permitted by the applicable End User Licence Agreement.

9. TERMINATION

9.1 Either party may terminate an Agreement at any time:

- (a) immediately upon giving written notice to the other party to such effect where:

- (i) the other party commits a material breach of any provision of an Agreement which is capable of remedy and fails to remedy such breach within thirty (30) days of receipt of a notice from the innocent party specifying the breach;
 - (ii) the other party commits a material breach of any provision of an Agreement which is not capable of remedy; or
 - (iii) an Act of Insolvency occurs with respect to the other party; or
 - (b) on giving five (5) Business Days notice in writing to such effect where a delay or failure pursuant to a Force Majeure Event persists for more than a continuous period of three (3) months.
- 9.2 Each party shall notify the other in writing if any Act of Insolvency occurs in relation to itself.
- 9.3 SolutionsPT may terminate an Agreement immediately upon providing written notice to such effect to Client where:
- (a) Client fails to make payment of any amount when due under an Agreement or a Related Agreement, and the same is not remedied within thirty (30) days of the due date;
 - (b) the Client commits a material breach of any provision of a Related Agreement which is capable of remedy and fails to remedy such breach within thirty (30) days of receipt of a notice from SolutionsPT specifying the breach, or commits a material breach of any provision of a Related Agreement which is not capable of remedy;
 - (c) SolutionsPT terminates any Related Agreement in accordance with its terms;
 - (d) Client fails to execute or confirm acceptance in the manner prescribed of, or otherwise indicates to SolutionsPT that it does or shall not agree to, the terms of any relevant End User Licence Agreement; or
 - (e) it becomes aware of any breach of an End User Licence Agreement by the Client, and may immediately notify the relevant third party software publisher of such breach (and of any related information in SolutionsPT's possession).
- 9.4 All amounts payable to SolutionsPT shall become immediately due on termination of an Agreement, notwithstanding any other term of that Agreement.
- 9.5 The termination of an Agreement by either party for any reason shall not prejudice any rights or obligations existing or that may have accrued prior to the date of such expiry or termination.
10. FORCE MAJEURE
- 10.1 Neither party will be liable for any delay in performing or its failure to perform its obligations under an Agreement if such delay or failure results from a Force Majeure Event. Such delay or failure shall not constitute a breach of an Agreement and the time for performance shall be extended by a period equivalent to that during which performance is so prevented.
11. LIABILITY

General

- 11.1 Neither party shall, or shall seek to, restrict or exclude its liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation or any other form of loss, damage or liability which cannot be excluded or restricted under Applicable Law.
- 11.2 SolutionsPT's aggregate liability under an Agreement shall in no event exceed 100% of the total Price which would be actually paid by Client to SolutionsPT pursuant to such Agreement, if the same were properly performed and completed on time.
- 11.3 SolutionsPT shall not be liable for any indirect Losses.
- 11.4 SolutionsPT shall not be liable for Losses in respect of:
- (a) loss of or damage to or errors in data (including costs and expenses associated with its recovery and/or reconstruction);
 - (b) loss of profits;
 - (c) loss of contracts;
 - (d) loss of business revenue;
 - (e) loss of goodwill;
 - (f) loss of anticipated savings;
 - (g) delays in delivery of the Software Media and/or Hardware (as applicable); and
 - (h) loss arising from any claim made against the Client by any third party.
- 11.5 Client acknowledges and agrees that it is its responsibility to insure itself against (a) indirect Losses, (b) the above categories of Loss, and (c) Losses in excess of the above liability cap.
- 11.6 SolutionsPT's maximum liability in contract, tort or otherwise for physical damage to the Client's tangible personal or real property resulting from SolutionsPT's negligence shall not exceed £5 million per event or series of events.

Liability for warranties

- 11.7 SolutionsPT shall not be liable for any Losses arising in respect of a claim that any item of Software Media and/or Hardware (as applicable) does not comply with the warranty at clause 7.1(a), unless such claim is notified to SolutionsPT by a date falling seven (7) days after delivery of the same in accordance with the relevant Agreement, or (where earlier) prior to the Client opening any related packaging in which such Software Media and/or Hardware is supplied. In default of any notification being made by the Client within such prescribed period, the Client shall be deemed to have accepted all Software Media and/or Hardware (as applicable) as being in conformity with the relevant Agreement. In the event of notification being made by the Client within such prescribed period, SolutionsPT

shall promptly replace each affected item of Software Media and/or Hardware with equivalent Software Media or Hardware that conforms to the warranty at clause 7.1(a).

11.8 Where any item of Hardware does not comply with the warranty at clause 7.1(b), SolutionsPT shall at its sole discretion, repair or replace the same or return the Hardware to the relevant manufacturer for repair or replacement in each case in accordance with, and subject to, the following clauses 11.9-11.13.

11.9 Save where the parties agree otherwise from time to time, in order for the Client to benefit from a remedy pursuant to clause 11.8:

(a) the Client shall promptly report the relevant defect giving rise to non-compliance to SolutionsPT by telephone within Business Hours (and promptly confirm the same in writing);

(b) the Client shall, within 5 Business Days of such date of notification, provide SolutionsPT with a documented example of the defect in question; and

(c) thereafter:

(i) the Client shall promptly undertake such tests as SolutionsPT directs to assist in establishing the nature of such defect;

(ii) SolutionsPT shall, in consultation with the Client, use reasonable endeavours to determine the nature of such defect and the urgency with which a remedy is needed, and proceed to implement such remedy in accordance with any relevant agreed timescale, including by:

(1) arranging for a permitted agent of SolutionsPT to attend the relevant Client Site during Business Hours as soon as reasonably practicable; or

(2) requiring the Client to disconnect and return the affected Hardware, at its own cost and correctly packaged, to SolutionsPT, in which case the Client must include (1) a valid Returns (RMA) number obtained from SolutionsPT, (2) the invoice number associated with the Hardware, and (3) a description of the fault, in the relevant package.

11.10 Where the relevant Hardware or any component thereof is found to be faulty and determined by SolutionsPT to require replacement, it shall be exchanged with new parts or their equivalent in performance. All replacement parts shall become part of the Hardware, and any components removed shall become the property of SolutionsPT.

11.11 The applicable warranty period under clause 7.1(b) is unaffected by any remedy implemented by SolutionsPT pursuant to clauses 11.8-11.10.

11.12 The warranty in clause 7.1(b) shall not apply where any failure, defect or malfunction of the relevant Hardware:

(a) is directly or indirectly caused by:

(i) any (i) modification, adjustment, or repair to, or (ii) neglect, misuse or abuse of or wilful or accidental damage to, in each case such software or hardware by any party other than SolutionsPT and its permitted agents;

(ii) any damage to, failure, fluctuation, intermittent operation, or inadequacy of (i) electrical power or related connections, (ii) bandwidth or communication connections or (iii) air conditioning;

- (iii) environmental factors including excessive dust, humidity, heat, cold or moisture;
 - (iv) any Force Majeure Event;
 - (v) the use of information technology hardware or software other than that provided by SolutionsPT under an Agreement;
 - (vi) any relocation or transportation of such hardware or software save where (i) SolutionsPT is aware of and has consented to the same in writing, and (ii) Client has complied in full with any directions of SolutionsPT in relation to the same;
 - (vii) the Client failing to:
 - (1) comply with the Documentation or with any supplementary instructions provided by SolutionsPT or (in respect of the Wonderware Software and Third Party Software only) any relevant third party software publisher; or
 - (2) maintain good housekeeping practices, including keeping the hardware clean and replenishing all consumables (if any) as reasonably required; or
 - (3) (save where SolutionsPT is to undertake the same pursuant to a Service) promptly implement all new versions, releases, updates, upgrades, patches, fixes or other software programs or code supplied to it by SolutionsPT in respect of the Software;
 - (viii) the Client being breach of an Agreement;
 - (ix) the Client's negligence;
 - (x) operator error;
 - (xi) any data; or
- (b) is in respect of exterior casing or parts, save where the functionality of the Hardware is affected by damage to the same.

11.13 Client acknowledges and agrees that SolutionsPT's sole liability in respect of any breach of the warranties in clause 7, shall be to undertake the applicable remedies set out in this section "Liability for warranties".

Indemnity

11.14 Client shall indemnify, defend and hold harmless, SolutionsPT and its employees and agents from any and all Losses arising from or in connection with:

- (a) any breach by the Client of an End User Licence Agreement; and
- (b) in the event of the termination of this Agreement in accordance with its terms (other than by the Client pursuant to clause 9.1), any item of Software or Hardware.

Handling of claims

11.15 SolutionsPT shall promptly notify the Client if any claim is made or action brought against SolutionsPT that falls within the subject matter of the indemnity in clause 11.14.

11.16 If SolutionsPT wishes to claim under the indemnity in respect of such a claim or action it shall, subject to clauses

11.17 to 11.19 (inclusive) give the Client conduct and control of all negotiations and litigation resulting from such claim or action and SolutionsPT shall, at the request and expense of the Client, afford to the Client all reasonable assistance for the purpose of contesting any such claim or action.

11.17 The Client shall consult regularly and fully with SolutionsPT in relation to the handling of such claim or action and shall give all due consideration and weight to SolutionsPT's recommendations. The Client shall keep SolutionsPT fully advised of the progress of such claim or action including by providing SolutionsPT with copies of all court and other legal documents relating to it.

11.18 The Client shall not settle any such claim or action without SolutionsPT's prior written consent such consent not to be unreasonably withheld or delayed.

11.19 Where the Client has care and conduct of a matter pursuant to this clause 11 it shall on request from SolutionsPT immediately provide SolutionsPT's with security for costs and damages for which SolutionsPT has a potential legal liability on terms acceptable to SolutionsPT (acting reasonably).

12. NOTICES & POINTS OF CONTACT

12.1 All notices in respect of an Agreement shall:

- (a) be communicated to the other party by fax (save in respect of a notice pursuant to clause 9 or concerning a Force Majeure Event), post or by hand; and
- (b) be valid if (a) marked for the attention of the persons, and delivered to the address(es) or number(s) set out in an Order Acknowledgement to an Agreement or otherwise in accordance with such other directions as may be prescribed in writing by the receiving party from time to time; and
- (c) be deemed to be served:
 - (i) in respect of notices delivered by post or by hand, if delivered during Business Hours on a Business Day, when so delivered; and if delivered outside Business Hours, at the start of Business Hours on the next Business Day; and
 - (ii) in respect of notices delivered by fax, at the time when in the ordinary course of the means of transmission it would first be received by the addressee, provided that, where such time does not fall within Business Hours on a Business Day, such notice shall be deemed served at the start of Business Hours on the next Business Day.

13. THIRD PARTY RIGHTS

13.1 No person who is not a party to an Agreement has any right to enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

14. DISPUTE RESOLUTION PROCEDURES

14.1 All disputes between the parties shall be referred to the parties' respective representatives for resolution. The respective representatives shall meet as soon as possible should a dispute arise (and in any event within 14

Business Days of the dispute being notified in writing by one party to the other) and shall negotiate in good faith and use all reasonable endeavours to resolve the dispute.

14.2 A party shall be entitled (by giving the other party notice in writing) to withdraw from the dispute resolution process set out in clause 14.1 above and commence court proceedings relating to any dispute arising from an Agreement.

14.3 Save where otherwise required by Applicable Law, each party shall keep confidential all discussions and negotiations relating to any dispute unless and until the matter is referred for resolution by a court.

15. GOVERNING LAW AND JURISDICTION

15.1 An Agreement shall be governed by English law and the parties agree to submit to the exclusive jurisdiction of the English courts.

16. COUNTERPARTS

16.1 An Agreement may be executed in any number of counterparts and by the parties on separate counterparts, but shall not be effective until each of the parties has executed at least one counterpart.

16.2 Each counterpart shall constitute an original agreement but all the counterparts together shall constitute one and the same instrument.

17. ENTIRE AGREEMENT

17.1 An Agreement and any appendix, schedule or annex to the same constitute the entire agreement and understanding of the parties and supersede any previous agreements between the parties relating to the same subject matter.

17.2 Each of the parties acknowledges and agrees that in entering into an Agreement it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether a party to an Agreement or not) other than as expressly set out in an Agreement. Nothing in this clause shall, however, operate to limit or exclude any liability for fraud.

18. MISCELLANEOUS

18.1 All amounts to be paid or repaid by one party to the other under the terms of an Agreement shall be exclusive of Value Added Tax (unless otherwise stated), which shall be paid as necessary following receipt by such party of an invoice valid for Value Added Tax purposes.

18.2 The Client shall not novate, assign or otherwise transfer an Agreement except with the prior written consent of SolutionsPT.

18.3 Except as expressly provided in an Agreement, the rights and remedies provided under an Agreement are in addition to, and not in place of, any rights or remedies provided by law.

18.4 Any failure by either party to enforce at any time and for any period any one or more of the terms of, or rights arising pursuant to, an Agreement shall not be a waiver of such terms or rights, or of the right at any time subsequently to enforce all the terms of, and rights arising under, an Agreement.

- 18.5 The invalidity or unenforceability of any term of, or any right arising pursuant to, an Agreement shall not in any way affect the remaining terms or rights.
- 18.6 Nothing in an Agreement (or any of the arrangements contemplated hereby) shall be deemed to create a partnership between the parties.

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19. **DEFINITIONS**

19.1 In these terms and conditions, the following words and expressions shall have the following meanings unless the context otherwise requires:

“Act of Insolvency”	means in relation to either party: <ul style="list-style-type: none">(a) the party passes a resolution for winding up (otherwise that for the purposes of a solvent amalgamation or reconstruction) or a court makes an order to that effect; or(b) becomes or is declared insolvent or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or(c) (being a partnership or other unincorporated association) is dissolved or (being a natural person) dies; or(d) has a liquidator, receiver, administrator, administrative receiver, manager, trustee or similar officer appointed over any of its assets; or(e) ceases or threatens to cease, to carry on business; or(f) the appointment of a receiver, administrator, liquidator or trustee or analogous officer of such party over all or any material part of such party's property; or(g) the convening of any meeting of its creditors for the purpose of considering a voluntary arrangement as referred to in Section 3 of the Insolvency Act 1986 (or any analogous proceeding); or(h) the levying of distress or execution upon its property;
“Applicable Law”	means all applicable laws, statutes, statutory instruments and regulations, together with all official guidance and codes of practice issued by governmental authorities or self-regulatory bodies, including without limitation the Data Protection Act 1998;
“Business Day”	means Monday to Friday each week, excluding designated bank holidays in the applicable Territory;
“Business Hours”	means a total of 7.5 hours per Business Day;
“Client Architecture”	means the information technology hardware, cabling, communication and software (including operating system) architecture of the Client, save the Hardware and Software;

"Client Site"	means premises of the Client within the Territory specified in the Order Acknowledgement;
"Documentation"	means in respect of any item of Software or Hardware, all supporting documents intended for provision to an end user supplied as standard by the relevant software publisher or manufacturer respectively;
"End User Licence Agreement"	means in respect of an item of Software, the relevant end user software licence agreement for such software;
"Price"	means the price set out in an Order Acknowledgement;
"Force Majeure Event"	means any event affecting the performance of any provision of an Agreement arising from or attributable to acts, events, omissions or accidents which are beyond the reasonable control of a party, including, without limitation, abnormally inclement weather, flood, lightning, storm, fire, explosion, earthquake, subsidence, structural damage, epidemic or other natural physical disaster, failure or shortage of power supplies, failure or shortage of communication links, internet or web-server errors or unavailability, war, military operations, riot, crowd disorder, terrorist action, civil commotion and any legislation, regulation, ruling or omissions (including failure to grant any necessary permissions) of any relevant government, court or any competent national authority and similar events (but excluding strikes, lock-outs, and industrial action/disputes) suffered by a party;
"Hardware"	means the information technology hardware and equipment specified in an Order Acknowledgement (if any), together with its associated packaging and all supporting documents intended for supply to an end user as standard by the relevant manufacturer;
"Intellectual Property Rights"	means (including, without limitation), any patents, designs, trade marks, service marks, (whether registrable or otherwise), applications for any of the foregoing, trade or business names, copyright, database rights, domain names, moral rights, inventions whether or not capable of protection by patent or registration, rights in commercial information and technical information, including know-how, research and development data specifications and drawings and other intellectual property rights, whether registrable or not in any country and all rights or forms of protection having equivalent or similar effect anywhere in the world;
"Losses"	means all losses, liabilities, costs, expenses, damages and claims including fines levied by any relevant regulator whether arising in contract, tort (including negligence) or otherwise;
"Minimum Architecture Specification"	means in respect of an item of Software or Hardware, the standard minimum specification of information technology architecture necessary for the same to run and function effectively, as published by the relevant software publisher or

	manufacturer respectively;
"Order"	means an order placed by the Client in accordance with these terms and conditions;
"Order Acknowledgement"	means a written order acknowledgement supplied by SolutionsPT to Client setting out the Software and Hardware to be supplied by SolutionsPT to Client on these terms and conditions;
"Order Form"	means the electronic order form on the Website;
"Related Agreement"	means any other agreement SolutionsPT has with the Client from time to time;
"Software"	means the proprietary software of SolutionsPT, Invensys Systems Inc, and other third party software publishers specified in an Order Acknowledgement (if any);
"Software Media"	means the media on which Software is loaded, together with its associated packaging and all supporting documents intended for supply to an end user as standard by the relevant software publisher;
"Territory"	means the mainland United Kingdom (excluding Isle of Man, Channel Islands or Isle of Wight) as specified on an Order Acknowledgement;
"Website"	means the website located at [www.hardwareptshop.co.uk]

19.2 In these terms and conditions, save where the context requires otherwise:

- (a) clause headings are inserted for ease of reference and shall not affect its interpretation;
- (b) any reference to a clause or sub-clause shall mean a clause or sub-clause terms and conditions;
- (c) words suggesting any gender include any other gender;
- (d) words denoting a singular number only shall include the plural and vice versa; references to either party shall be deemed to include its employees, officers, authorised agents, duly appointed sub-contractors, and such successors and assignees as are permitted by the terms of these terms and conditions;
- (e) any reference to "persons" includes natural persons, firms, partnerships, companies, corporations, industrial and provident societies, associations, organisations, governments, states, foundations and trusts (in each case whether or not having separate legal personality);
- (f) references to any statute or statutory instrument or government regulation shall be deemed to include any modification, amendment, extension or re-enactment thereof from time to time;
- (g) all usage of "include" or "including" or derivations thereof shall not be construed as words of limitation;
- (h) any reference to a party to these terms and conditions, shall include that party's permitted agents, sub-contractors, successors and assignees.