



Guardtech cleanrooms



Terms & Conditions



TERMS & CONDITIONS

GENERAL

These Conditions shall be incorporated into all contracts between Guardtech, incorporating Cleanroom Solutions Ltd, Guardtech Cleanrooms Ltd, Isopod Ltd and Guardtech Nordic AB, hereafter referred to as ("Guardtech") and any customer ("Customer") for the supply to the Customer of goods and/or services. References to "Goods" means the products manufactured or dealt in by Guardtech and "Services" means the services or works carried out by Guardtech and which are the goods and/or services or works which are the subject of the Contract.

"Contract" means the contract made between Guardtech and the Customer for the supply of the Goods and/or Services and which shall be governed by these conditions and which includes any terms and conditions and related documents or information set out in, or otherwise identified in, the quotation upon which the contract is based or in any Guardtech acknowledgement. These Conditions supersede any earlier conditions appearing in Guardtech's literature or elsewhere.

The placing of any order by the Customer for Goods or Services shall be deemed to be an acceptance of these Conditions. Any terms and conditions stipulated, incorporated or referred to by the Customer whether in its order or in any negotiations or otherwise, are hereby excluded and in any event these Conditions shall prevail over the Customer's terms and conditions.

FORMATION OF CONTRACT

Any quotation submitted by Guardtech does not constitute an offer capable of binding Guardtech. No contract shall come into effect until Guardtech has received satisfactory credit references in respect of the Customer for the Contract and until Guardtech has issued its formal acknowledgement of the Customer's order or other acceptance of Guardtech's quotation/s.

GUARDTECH PERSONNEL

Guardtech personnel providing Services and Products shall remain under the supervision and control of the Customer. The Customer has the right to direct removal and replacement of Guardtech personnel. If a replacement is requested, Guardtech shall immediately replace the identified personnel at no cost to the Customer. The Customer shall not offer, promise, initiate an offer to or employ personnel of Guardtech during the term of this Agreement and for one year thereafter.

MANUFACTURERS' CATALOGUES ETC

Particulars of dimensions, capacities, performance ratings, specifications, drawings and other data included in manufacturers' catalogues, price lists or other documents supplied by Guardtech constitute only an approximate guide and shall not be binding upon Guardtech.

VARIATIONS

Guardtech shall not be bound by any variations, waiver or additions to the Contract unless such are agreed in writing.

DELIVERY

Guardtech will deliver or arrange delivery of the Goods to the Customer or to the Customer's agent at the place specified in the Contract for deliveries or, if no place has been specified, at such place as may be agreed in writing. Guardtech shall use its reasonable endeavours to deliver or arrange delivery of the Goods on the dates specified by the Customer or within a reasonable time thereof provided always that the time for delivery shall not be of the essence of the Contract and Guardtech shall not be liable for any loss or damage whatsoever arising directly or indirectly from any failure to effect delivery within such periods. The Customer shall accept deliveries of Goods by instalments.

SERVICES OR WORK ON SITE

The Customer shall provide adequate access to the relevant premises or site and ensure at all times that the working environment is conducive to the health and safety of Guardtech's employees, agents and sub-contractors. The Customer shall indemnify Guardtech against all costs, claims, liabilities and expenses incurred by Guardtech arising from or in connection with any personal injury to or death of any of its employees, agents or subcontractors which is occasioned directly or indirectly by any act or omission (whether negligent or not) on the part of the Customer, its agents or employees.

Guardtech shall have the right to refuse to perform any Services which would bring Guardtech 's employees, agents or sub-contractors into contact with any hazardous substance where Guardtech was not previously informed of such hazardous substance by the Customer or where such hazardous substance was not reasonably apparent from any inspection that Guardtech may have made of the relevant site prior to the giving by Guardtech of any quotation for the supply of the Goods and/or Services.

PAYMENT

The price of the Goods and/or Services shall be as set out in the Contract. All prices are exclusive of VAT and all other applicable taxes and duties, which will be payable in addition to the Contract price at the rate in force at the date of any invoice submitted by Guardtech. Guardtech may require payments to be made by instalments on the basis of a percentage of the total Contract price or as otherwise agreed in writing with the Customer.

Payments shall become due to Guardtech on the date of receipt by the Customer of Guardtech's invoice in the case of contract deposits. Regular valuations shall become due at the end of month following the date of the valuation.

Each invoice shall set out the amount that Guardtech considers to be due and the basis upon which that amount has been calculated.

Guardtech reserves the right to charge interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998 and it is agreed that the rights provided under the said Act shall apply after any judgement or binding determination as well as before.

In the event of the Customer being in default of payment of any amount due to Guardtech under the Contract then on giving the Customer 7 days' notice in writing specifying the grounds for so doing, Guardtech may suspend performance of any or all of its obligations under the Contract. Guardtech shall resume its obligations under the Contract within a reasonable time after receipt of any outstanding payment. Any suspension arising under this clause shall entitle Guardtech to payment of its reasonable costs and expenses incurred as a result and the period of suspension shall be disregarded in computing any agreed date for completion of the Works and/or Service and Guardtech shall not otherwise be liable to the Customer in regard to such suspension.

PASSING OF PROPERTY

Until Guardtech has been paid in full for any Goods supplied under the Contract, the Customer holds the Goods in a fiduciary capacity as bailee of Guardtech.

Title to the Goods shall remain with Guardtech and the Customer shall store the Goods in such a manner that they are clearly identifiable as the property of Guardtech.

Guardtech reserves the right to dispose of the Goods and may retake possession thereof at any time for that purpose and may by its servants or agents enter upon any land or premises owned or occupied by the Customer or any subsequent purchaser of the Goods from the Customer and in addition the Customer shall include in any contract with a sub-purchaser a licence in favour of Guardtech covering the right of entering covered in this sub-clause; and if the Customer incorporates or allows the incorporation of the Goods into other goods or products in any way, legal and beneficial title to those other goods, both during the process of incorporation and thereafter shall vest forthwith in Guardtech, and the Customer shall hold them in a fiduciary capacity as bailee for Guardtech; if Guardtech so requires the Customer shall observe the conditions regarding storage in hereof as if such other goods were the Goods originally supplied; and the parties agree that incorporation of the Goods into other goods or products in any way is not intended to extinguish Guardtech's title to the Goods as provided for under these Conditions; and without prejudice to the above the Customer shall (subject to notice from Guardtech to the contrary) have the power to sell the Goods in the normal course of its business on behalf of Guardtech.

The Customer shall notify any subsequent purchaser of the Goods that title to the Goods remains with Guardtech. Any monies received by the Customer from any subsequent purchaser shall be held separately from any monies of the Customer or any other party on behalf of Guardtech and the Customer has a fiduciary duty to account for such monies to the extent of its indebtedness and to this extent is to pay Guardtech any sums received in respect of the Goods.

Notwithstanding the foregoing, risk in the Goods shall pass to the Customer upon the terms below. On receipt of notice from Guardtech, all Goods shall be immediately delivered to Guardtech and/or Guardtech acting by its servants or agents shall have the right without notice during normal business hours to enter upon the land or buildings of the Customer or any subsequent purchaser of the Customer to take possession of the Goods.

The events hereinbefore referred to are:

- Any notice to the Customer that a receiver or manager of all or any part of the Customer's assets is to be or has been appointed.
- Any notice to the Customer that a petition to wind up the Customer is to be or has been presented or any notice of a resolution to wind up the Customer (save for the purposes of reconstruction or amalgamation) has been given or such a resolution has been passed.
- A decision by the Customer that the Customer intends to make an arrangement with its creditors.
- The Customer is unable to pay its debts as defined in Section 123 of the Insolvency Act 1986.
- The Customer ceases to or threatens to cease to carry on its business.

RISK

The Goods shall be at the Customer's risk from the time that they are delivered to the Customer in accordance with the Contract. The Customer shall insure the Goods for the full Contract price against loss or damage arising from any cause whatsoever. If requested by Guardtech the Customer shall execute an assignment in favour of Guardtech of all rights of the Customer to claim against the insurers in respect of the Goods covered by such insurance and shall join Guardtech in notifying such insurers of Guardtech's interest in any policy effected hereunder.

Such insurance (with insurers to be approved by Guardtech) shall be affected by the Customer to cover the period from the time when the risk in the Goods passes to the Customer as provided above to the time when the property in the Goods passes to the Customer and Guardtech's interest as a vendor of the Goods shall be notified by the Customer to the insurers.

CLAIMS IN TRANSIT

Guardtech will not accept any responsibility whatsoever for loss, damage, discrepancy or shortfall to the Goods in transit if carried by a carrier nominated or requested by the Customer or by a carrier who is the servant or agent of the Customer. Claims shall be made immediately by the Customer to the carrier.

Save as provided above, Guardtech will repair, or at its option, replace free of charge, any part of the Goods lost or damaged in transit provided that Guardtech and the carrier are given notice of such loss or damage within the time required by the carrier's conditions of carriage or, where deliveries are made by Guardtech's own transport, within three days of the receipt of the Goods or of the day upon which the Goods should have arrived had they not been lost and provided that any damaged Goods or part thereof are returned carriage paid by the Customer to Guardtech.

ACCEPTANCE PROCEDURE

Goods shall be deemed to have been accepted by the Customer on delivery unless the Customer shall notify Guardtech in writing of non acceptance of the Goods within three days of delivery.

Where the Contract is for the sale and installation of a complete project incorporating Goods, Guardtech shall, unless otherwise agreed, be responsible for the installation, testing and commissioning of the project.

Completion of installation, testing and commissioning and acceptance of a project by the Customer (which the Customer shall not be entitled unreasonably to refuse) shall be evidenced by the signature of a certificate of hand over by an authorised representative of Guardtech and by the Customer or its representative.

CONFIDENTIALITY AND DATA PROTECTION

Each Party acknowledges that, in the course of the performance of its obligations under this contract, it will become possessor of and have access to know how, trade secrets, business, technical, manufacturing, marketing, sales, financial and other proprietary or confidential information relating to a Party's business ("Confidential Information").

Each Party shall:

- keep the Confidential Information of the other Party confidential and use the same care to do so as it uses to protect its own Confidential Information, but at least the usual standard of care applied in business enterprises;
- not disclose or grant access to the Confidential Information or any part thereof to any other person unless the other Party has given its prior written consent thereto, and such other person agrees in writing to be bound by confidentiality obligations identical to those set out in this Section, subject to such changes as the context may require;
- not use the Confidential Information or any part thereof for any purpose other than the performance of its obligations under this Agreement; and
- on demand, but in any event, on termination of this Agreement for any reason whatsoever, immediately return to the other Party, all documents or other records of Confidential Information of that other Party in its possession, regardless of the form of or the media on which such Confidential Information is stored.

- The confidentiality obligations in this Section shall not apply to any Confidential Information of a Party which, at the time of disclosure or any time thereafter, is or becomes part of the public domain through no fault of the other Party; was made known to the other Party prior to disclosure to it in terms of this Agreement, without any obligation to keep such information confidential; or is required by law to be disclosed in a manner that would otherwise be a breach of such confidentiality obligations.

- If either Party discovers any breach or potential breach of the confidentiality obligations in this Section, that Party shall immediately (i) notify the other Party and (ii) investigate the breach and provide the other Party with a complete written report.

- All analyses, memoranda, documents and other deliverables generated by Guardtech during the course of or as a result of this Agreement containing or referring to Confidential Information of the Customer shall be the sole property of the Customer. Upon the expiration or termination of this Agreement, Guardtech shall return to the Customer all Customer Data and property, including without limitation all correspondence, notes, documents, data, records, computer media and programs, specifications, manuals, and all other material and equipment which relate to the business of the Customer.

INTELLECTUAL PROPERTY

Guardtech agrees to, and hereby does, on a non-exclusive basis irrevocably assign and transfer to the Customer all worldwide right, title and interest to any invention, copyrightable work, derivative, development or modification relating to any product, system, process, documentation, data or service of the Customer which is conceived, made or otherwise developed by Guardtech, its employees or its agents, either alone or working jointly with others, in the course of performing or as a result of this contract (collectively "Improvements"). Guardtech further agrees that Improvements constituting copy-rightable works are "works made for hire" under the copyright laws. The Customer agrees that all Guardtech intellectual property logos, documents, technical specifications and images remain the exclusive property of Guardtech unless otherwise agreed in writing with the Customer.

FORCE MAJEURE

Guardtech shall not be liable in any manner whatsoever for any breach of contract or delay in performance of its obligations insofar as such breach or delay arises by reason of circumstances beyond its reasonable control including, without limitation, governmental actions, war or national emergency, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to Guardtech's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials. Provided that, if the event in question continues for a continuous period in excess of 60 days, the Customer shall be entitled to give notice in writing to Guardtech to terminate the Contract.

SUSPENSION AND TERMINATION

If the Customer fails to comply with any of the terms of the Contract whether a condition or warranty express or implied occurs or if Guardtech reasonably believes that they might occur and notifies the Customer accordingly, then, without limiting any other right or remedy, Guardtech may suspend or terminate all further obligations under the Contract or under any other contract between the Customer and Guardtech without incurring any liability to the Customer, and all outstanding sums shall become immediately due and Guardtech may apply the rights under the contract. In such an event Guardtech will be discharged from further performance of the Contract (subject to the end of any period of suspension as applicable following the rectification of the terms of the Contract to Guardtech's reasonable satisfaction) and the Customer shall forthwith upon demand pay to Guardtech all costs and expenses and overheads incurred in connection with the Contract together with any loss or profit and all sums due to Guardtech hereunder.

WARRANTIES AND LIABILITY

Guardtech warrants that the Goods supplied by it to the Customer under the Contract will be of satisfactory quality and reasonably fit for any purpose made known to Guardtech in writing at the time of Customer's order or agreement and that it will carry out the Services with reasonable skill and care. Subject as aforesaid, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law. Nothing in these Conditions shall limit or exclude Guardtech's liability for:

- death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
- fraud or fraudulent misrepresentation;
- breach of the terms implied by section 12 of the Sale of Goods Act 1979;
- defective products under the Consumer Protection Act 1987; or
- any matter in respect of which it would be unlawful for the Supplier to exclude or restrict liability; subject to which:
- if Guardtech is found to be in breach of the Contract its liability shall be limited to the cost of repair or replacement of the Goods provided or the re-performance of the Services provided;

Guardtech Aftercare Programmes/Service & Maintenance Visits/Decontamination Team Visits/Cleanroom Service Plans/Service Contracts

Cancellation and Aborted Visit Charges

Where a visit has been scheduled and resources allocated, Guardtech reserves the right to apply cancellation charges as follows:

- Cancellation received more than five business days prior to the agreed attendance date: No charge.
- Cancellation received between five business days prior to the agreed attendance date: 50% of the quoted visit value.
- Cancellation received between three and four business days prior to the agreed attendance date: 75% of the quoted visit value.
- Cancellation received within one to two business days of the agreed attendance date: 100% of the quoted visit value.

Where Guardtech personnel attend site and are unable to proceed due to lack of access, incomplete customer preparations, permit restrictions, unavailable utilities, or any other circumstances outside of Guardtech's control, the visit shall be deemed an aborted visit and charged at 100% of the agreed visit value.

Any additional visits required to complete the works will be quoted and charged separately.

Where a service visit forms part of an annual Service Contract entitlement, the visit shall be deemed as consumed and any replacement attendance may be chargeable at Guardtech's prevailing rates.

Guardtech will use reasonable endeavours to accommodate requests for alternative dates; however, replacement dates are subject to engineer availability and cannot be guaranteed.

Guardware Furniture & Equipment Returns Policy

Guardtech, parent company of Guardware Cleanroom Hardware, will always endeavour to support your right to return certain goods and offer a flexible solution wherever possible within reason.

Products can only be returned with prior approval from a member of the Guardware team.

You will need to send your request in writing to guardware@guardtech.com – you will then receive an email with returns instructions. No returns shall be accepted or received without return authorisation by Guardware. Returns are approved at the discretion of Guardware and subject to company policy.

No returns will be accepted outside of 30 days of receipt

Returned goods must be in their original packaging and in their original condition. Items must be free from contamination that could compromise a cleanroom environment and in a re-sellable condition. If 30 days have passed since delivery of your order, we cannot offer a refund or exchange. Please see the relevant product warranty policy if you have found any issue with your product.

We do not offer exchanges. We will offer replacements for damaged or defective products but if you have just changed your mind and require another product you will need to make a new order with Guardware for the desired product.

The buyer will be responsible for all return related costs (carriage, packaging, courier, handling). Ensure the item is packaged sufficiently and obtain proof of delivery or a tracking number to ensure its safe return to us.

Once your return has been checked and accepted, refunds will be issued as soon as possible and within 14 working days. Repeat returns and refund requests will be monitored.

There is a restocking fee for every return received which is 25% of your product price – or a minimum of £50.

Custom or bespoke products cannot be returned

Upon agreement of a bespoke order request, you will be asked to approve drawings before manufacturing takes place. At this point, you withdraw your right to cancel or return your product.



We cannot accept returns of:

- Equipment – such as laminar flow cabinets, fume hoods, biological safety cabinets, particle counters, isolators, autoclaves, generators.
- Any bespoke equipment or furniture.
- Any used products which are contaminated.
- ISOBench Lite workbenches
- ISOSeat Plus chairs

Order cancellations

Orders cannot be cancelled once a PO has been submitted. Orders already dispatched cannot be cancelled. If you have requested and agreed to have a bespoke item made, you will not be able to cancel this order.

Receipt of goods policy

The buyer is responsible for checking all parts of their order upon delivery as soon as possible – no later than 2 days of receipt. Please take time to check the product parts in full before assembly where applicable. Any shortages, damage or manufacturing faults should be communicated to our team as soon as possible to guardware@guardtech.com with accompanying photographs.

Damaged orders or parts – email guardware@guardtech.com within 2 working days of delivery with supporting photographs. If the damage is to the outer box, please specify this. Defective or damaged items must be reported as soon as possible. Outside of this timeframe, Guardware will not be liable to replace or refund your order.

For missing parts or products – email guardware@guardtech.com within 2 working days describing the issue with accompanying photos where applicable. We will always endeavour to provide missing products or parts when reported within this specific timeframe.