



Bookpoint Limited
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Registered in England at Carmelite House, 50 Victoria
Embankment, London, EC4Y 0DZ.
Registered No 978415

BOOKPOINT LIMITED TERMS AND CONDITIONS OF SUPPLY TO CONSUMERS

We are Bookpoint Limited, a company registered in England and Wales with company registration number 978415 and our registered office is at Carmelite House, 50 Victoria Embankment, London, EC4Y 0DZ. We are appointed by individual publishers as that publisher's agent for the supply of the publisher's goods. Any such goods are supplied by Bookpoint Limited on the terms and subject to the conditions set out below. These terms and conditions apply only to the supply of goods to Private Individuals. Supplies of goods to Trade Customers are governed by Bookpoint Limited's Terms and Conditions for Trade Customers which can be found on our website, <https://bookpoint.wp.hachette.co.uk/terms-conditions/>.

A. GENERAL

- In these Conditions:
"Bookpoint" means Bookpoint Limited and, where applicable, any other company which is part of the Hachette UK group of companies (including subsidiaries, the holding company and all such holding companies or subsidiaries of such parties from time to time (with the terms **subsidiary** and **holding company** having such meanings assigned to them by s.1159 of the Companies Act 2006 (as amended)).
"Contract" means any contract between the Customer and the Publisher or Bookpoint (as agent of the Publisher) for the sale and purchase of Goods;
"Customer" means the person who places an order for Goods with either the Publisher or Bookpoint and, in respect of delivery of Goods, includes the person to whom Goods are to be delivered in accordance with the Customer's instructions;
"Delivery Address" means the delivery address of the Customer, its agent, supplier or other person within the United Kingdom provided to the Publisher or Bookpoint by the Customer to which the Goods are to be delivered or, where no such address is provided, the address shown on Bookpoint's invoice or dispatch documentation;
"Goods" means any goods to be purchased by the Customer and to be supplied by Bookpoint as agent of the Publisher;
"Losses" in respect of any matter, event or circumstance includes all demands, claims, actions, proceedings, damages, payments, losses, costs, expenses or other liabilities;
"Private Individuals" means any Customer who is a natural person purchasing Goods as a consumer as defined by the Consumer Rights Act 2015;
"Publisher" means the publisher of the Goods, for whom Bookpoint acts as agent, and includes its officers, employees, representatives, agents (other than Bookpoint) and contractors; and
"Trade Customer" means any Customer who is not a Private Individual.
- Each order or acceptance of a quotation, given by the Publisher or Bookpoint as agent of the Publisher, for Goods by the Customer shall be deemed to be an offer by the Customer to purchase Goods subject to these Conditions.
- All orders are accepted and all Goods are supplied subject to these Conditions. No order placed by a Customer shall be deemed to be accepted by the Publisher or Bookpoint until the order is confirmed in writing (either electronically or by email or otherwise) – this shall be your confirmation of your order and receipt. If your Contract is concluded through a website, you will be informed (a) of the technical steps required to conclude the Contract, (b) confirmation as to whether or not we file the Contract and if so, whether it is accessible to you, (c) how you can correct errors before placing the order, (d) the language of the Contract, and (e) whether there are any codes of conduct you should be aware of. No amendment of, addition to or variation from these Conditions shall be binding on Bookpoint unless it is in writing and signed by a duly authorised representative of Bookpoint. The Customer acknowledges that it has not relied on or been induced to enter into the Contract by any representation or warranty other than those expressly set out in the Contract.

B. ORDERS

- The quantity and description of the Goods shall be as set out in Bookpoint's invoice or other dispatch documentation.
- Bookpoint reserves the immediate right, at any time (without prejudice to any other remedy) to terminate any Contract or to cancel any uncompleted order or to suspend delivery of Goods in the event that any amounts payable by the Customer are overdue or there is any breach by the Customer of these Conditions or for any other reason which in the opinion of Bookpoint justifies such action.
- Bookpoint reserves the right to cancel any order placed by a Customer where Bookpoint is unable to fulfil the order in whole or in part.
- Where there are any orders outstanding with Bookpoint after the termination or expiry of the agreement between Bookpoint and the Publisher, Bookpoint will, unless otherwise not possible for whatever reason including any applicable laws or regulations in which case the orders shall be cancelled and sums for Goods not delivered to you (or not otherwise in the process of being dispatched or delivered) shall be repaid, transfer such orders to the Publisher's new agent, together with (if relevant) any monies paid in advance of dispatch of the order for cash sales. Bookpoint shall not be liable for any non-performance of any order or part of any order where such non-performance is due to the termination (for whatever reason) or expiry of the agreement between Bookpoint and the Publisher.

C. DELIVERY AND RISK

- Goods will be delivered to the Delivery Address or such other address outside the United Kingdom as agreed with Bookpoint. Any delivery dates are given by Bookpoint and the Publisher as estimates only and the time of delivery shall not be made of the essence by notice. If no delivery dates are specified, delivery shall be within a reasonable time. Delivery is deemed to occur (and risk to pass) at the time Bookpoint, or its carriers, attempt delivery of the Goods.
- If for any reason the Customer fails to accept delivery of any of the Goods, Bookpoint may arrange for the Goods to be stored until delivery is accepted and the Customer shall be liable for all related costs and expenses (including, without limitation, storage, insurance and re-delivery costs).
- Bookpoint may deliver the Goods in separate consignments. Each separate consignment of Goods may be invoiced separately and paid for separately by the Customer in accordance with the terms of the Contract. Each consignment shall be a separate Contract and no cancellation or termination of one Contract relating to a consignment shall entitle the Customer to repudiate or cancel a Contract relating to any other consignment.
- Unless otherwise agreed between Bookpoint and the Customer, the risk of loss and/or damage to Goods shall pass to the Customer at the time of delivery (or deemed delivery pursuant to Condition C1), whether expressly or by implication, and Bookpoint shall not be liable for the safety of the Goods after delivery. Accordingly, the Customer shall insure the Goods following delivery or deemed delivery against such risks as may be commercially prudent.
- Bookpoint shall not be liable for any Losses incurred as a result of or in connection with any delay in the delivery of the Goods (even if caused by Bookpoint's negligence), nor shall any delay entitle the Customer to terminate or rescind the Contract. Any liability of Bookpoint for non-delivery of Goods shall be limited to replacing the Goods within a reasonable time or crediting the Customer the pro-rata price (as determined in accordance with the Contract) against any invoice raised for the non-delivered Goods.

D. RETURNS AND REFUNDS

- For most Goods bought online, you have a legal right to change your mind within fourteen (14) days of receiving the Goods and receive a refund. This right does not extend to, for example, newspapers, periodicals or magazines (other than by subscription), audio or video recordings or computer software, or personalized, bespoke or sealed (once unsealed) goods. If you wish to rely on this cooling-off period to cancel a particular Contract, you may do so by printing, completing and posting to us, the cancellation form annexed to these Conditions and returning the relevant Goods to us at the same address. Any refund to you may account for deductions to reflect the reduction in the value of the Goods if this has been caused by your handling them in a way which would not be permitted in a shop. The refund will be made within fourteen (14) days from the day on which we receive the Goods back from you.
- Only complete books may be returned unless otherwise authorised by Bookpoint or the Publisher in writing.
- All returns are made at the Customer's expense and accordingly Bookpoint will not accept any charges levied by shipping or transport agents. Bookpoint is not liable for any returns lost in transit. Returns remain the responsibility and property of the Customer until receipt in Bookpoint's warehouse. The Customer is liable for any shortages in or damage to Goods during transit.

E. TITLE

- Notwithstanding any other provision of these Conditions, legal and beneficial title in all Goods supplied pursuant to these Conditions shall remain vested in the Publisher until the later of (a) Bookpoint, as agent of the Publisher, receiving payment in full of all debts (including value added tax and any interest payable under Condition F3) owing by the Customer to the Publisher, and (b) time of delivery of the Goods to the Customer.

F. PRICE AND PAYMENT

- The price and currency for Goods and any applicable discount, special deal, credit or other such terms applicable to the purchase of Goods by the Customer shall be as agreed between the Customer and the Publisher. The price for Goods shall be exclusive of value added tax (if applicable). Each of the Publisher and Bookpoint, as agent of the Publisher, reserve the right to charge the Customer, in addition to the price for the Goods, for all costs or charges, if applicable, in relation to packaging, loading, unloading, carriage, insurance and storage. Bookpoint reserves the right to charge to the Customer any extra or increased costs incurred by Bookpoint in meeting any specific order requirements.

2. Payment terms in respect of the price for the Goods are as agreed between the Customer and either the Publisher or Bookpoint in writing. Time for payment shall be of the essence. The Customer shall make all payments due under the Contract in full without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Customer has a valid court order requiring an amount equal to such deduction to be paid by Bookpoint to the Customer. Notwithstanding any other provision of these Conditions, all payments payable to Bookpoint shall become due immediately on termination of the Contract.
3. Bookpoint reserves the right to charge interest on overdue amounts accruing on a daily basis from the date payment is due until the date that actual payment is received by Bookpoint. The rate charged will be equal to 4% above Barclays Bank plc's base rate from time to time in force.
4. Sums owed to Bookpoint are collected on behalf of each Publisher under these Conditions. Each Publisher shall be entitled to enforce these Conditions against the Customer in respect of its Goods.

G. LIABILITY

1. Bookpoint does not make or give any warranty, representation or undertaking as to the quality of the Goods, their correspondence with description or fitness for purpose, that the Goods are not defamatory, injurious, obscene, unlawful or in breach of copyright or in any other manner whatsoever.
2. Bookpoint shall not be liable to the Customer for any claim (whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise) under or in connection with these Conditions for:
 - (a) any loss of profit, revenue, anticipated savings, business or contract; and
 - (b) any special, indirect or consequential loss.
3. Save as and to the extent provided by these Conditions, Bookpoint shall not in any circumstances be liable to the Customer or any successor of the Customer in respect of any Losses incurred by the Customer as a result of or in connection with the supply of Goods (including, without limitation, in respect of damage to or loss of Goods owing to any act or omission by Bookpoint (including negligence) or any cause not within Bookpoint's control including (without limitation) fire, flood, accident, strike, riot, lock-out, trade dispute, industrial action, terrorism, nuclear accident, war, insurrection, act or restraint of Government).
4. Bookpoint's total aggregate liability rising out of or in connection with these Conditions whether for breach of contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise, shall not exceed the replacement value of the Goods.
5. All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from these Conditions and the Contract.
6. Nothing in these Conditions excludes or limits the liability of Bookpoint for death or personal injury caused by its negligence or for fraudulent misrepresentation. Bookpoint shall be liable for death or personal injury resulting from the negligence of Bookpoint or its servants (but not independent contractors) while acting in the course of their employment by Bookpoint.
7. The Customer agrees to indemnify and hold Bookpoint harmless from all liabilities, claims, actions, demands, writs, summons, (including but not limited to all legal fees) arising directly or indirectly out of any breach or alleged breach or non-performance or non-observance by the Customer of any of the terms of a relevant Contract, including but not limited to these Conditions.

H. CLAIMS

Any claims for damage to Goods in transit, or shortage in Goods delivered, must be notified to both the relevant carrier and Bookpoint within seven (7) days after the date of delivery (packaging and contents to be held for inspection). Any other claims for credit must be notified to Bookpoint within twenty-eight (28) days after the date of delivery. On no account will claims be considered if notified outside these periods. The Customer must afford Bookpoint or its agents reasonable opportunity to verify any shortage and/or inspect any damaged Goods as delivered.

J. TERMINATION AND GENERAL

1. All communications relating to this Agreement shall be in writing and delivered by hand or sent by post, facsimile or electronic mail:
 - (a) in the case of communications to Bookpoint, to its registered office or such other address as notified by Bookpoint; or
 - (b) in the case of communications to the Customer, to the address set out in any document forming part of the Contract.

Any communication shall take effect: if delivered, upon delivery; if sent by first class registered post, 10 am on the second business day after posting; and if sent by facsimile or electronic mail, when a complete and legible copy of the communication, whether that sent by facsimile or electronic mail (as the case may be) has been received at the appropriate address.
2. Either party may, without liability to the other party, terminate the relationship set out in these Conditions by giving notice in writing to the other party at any time if the other party is unable to pay its debts as they fall due for the purposes of section 123 of the Insolvency Act 1986 ("Act") or is deemed either unable to pay its debts or as having no reasonable prospect of doing so, in either case, within the meaning of section 268 of the Act. Bookpoint may terminate the relationship set out in these Conditions by immediate notice to the Customer if: (1) the Customer commits a material breach of any term of this agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach to Bookpoint's satisfaction within a period of ten (10) days after being notified to do so.
3. Without prejudice to Bookpoint's rights and remedies under this Agreement, the Publisher may enforce the provisions of these Conditions pursuant to the Contracts (Rights of Third Parties) Act 1999 provided that:
 - (i) these Conditions may be varied from time to time or rescinded without the consent of the Publisher; and
 - (ii) the Publisher may not take any steps to enforce all or any of its rights under these Conditions without Bookpoint's prior written consent and without first having appointed Bookpoint as its agent to have sole conduct of all legal proceedings involving that person. Save as so provided, neither Bookpoint nor the Customer intends any term of the Contract or provision of these Conditions to be enforceable pursuant to the Contracts (Rights of Third Parties) Act 1999.
4. The Customer shall not be entitled to assign or transfer any of its rights or purport to assign any of its obligations under these Conditions without the prior written consent of Bookpoint.
5. Bookpoint shall have the right to cancel or delay deliveries or performance or to reduce the quantity of Goods delivered and shall under no circumstances be responsible for failure or delay in performing or fulfilling any relevant Contract or otherwise failing to implement its obligations to the Customer if such failure or delay shall be due to any cause or circumstance beyond the control of Bookpoint. Such cause or circumstance shall include, but shall not be limited to, fire, flood, riot, terrorism, strike, freight embargoes or transportation delays, shortage of labour, inability to procure or secure fuel, material, supplies or power at current prices or on account of shortages thereof, acts of God or of a public enemy, or any existing or future laws or acts of H.M. Government or the government of any other state or territory (including specifically but not exclusively any orders, rules or regulations issued by any official or agency of H.M. Government or of any other such government) affecting the conduct of Bookpoint's business with which Bookpoint, in its judgement and discretion, deems it advisable to comply as a legal duty. Subject to the foregoing the occurrence of such circumstances or events will not operate so as to affect or suspend any other rights or obligations of either party hereunder.
6. The Customer acknowledges and agrees that the Contract and any business, operational, financial or sensitive information disclosed to the Customer pursuant to the Contract or these Conditions is confidential and shall not disclose such confidential information to any third party without Bookpoint's prior written consent.
7. The termination of the agreement constituted by these Conditions shall not affect any rights or obligations of the parties arising prior to such termination.
8. If all or any provision in these Conditions shall be or become illegal, invalid or unenforceable in any respect, then the remainder of such provision and/or all other provisions shall remain valid and enforceable and the remaining liabilities of the parties shall not be affected or impaired.
9. No delay in exercising or non-exercise of any right, power or remedy provided by law or under these Conditions shall impair or otherwise operate as a waiver or release of that right, power or remedy. Any single or partial exercise of any right, power or remedy provided by law or under these Conditions shall not preclude any other or further exercise of that right or the exercise of any other right, power or remedy.
10. These Conditions shall be governed by and construed in accordance with the laws of England and all disputes shall be submitted to the exclusive jurisdiction of the English courts.

ANNEX – MODEL CANCELLATION FORM

(Complete and return this form only if you wish to withdraw from a particular Contract in accordance with Condition D1)

To Bookpoint Limited, 130 Park Drive, Milton Park, Abingdon, Oxon OX14 4SE

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*],

Ordered on [*]/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate