

RECOURSE GENERAL CONDITIONS

I PAYMENTS TO YOU

- 1.1 We will pay You the Price of each Debt as described in this Agreement. We will do this by making payments accessible in Your Available Funds provided Your Available Funds, the Funding Limit and any High Involvement are not exceeded. If any of them are You will pay the excess to Us when We demand it. We will pay You as follows:-
- (A) a Prepayment for all Unpaid Approved Debts, on the Working Day after We receive Your Debt Schedule for such Debts;
 - (B) the amount or balance of the Price of Debts (after taking away any Prepayment made to You for them), on the Working Day after We Collect them.
- 1.2 Unless We agree otherwise in Writing We will only pay the Price for each Debt in sterling. If a Debt is not payable in sterling:-
- (A) You will indemnify Us on demand for Our exchange rate losses (if any);
 - (B) We may provisionally work out the Price of that Debt using the exchange rate for this described in Condition 1.3;
 - (C) when converting any Collection for that Debt into sterling We will work out the Price using the exchange rate for this described in Condition 1.3. This means that this Price may alter from that worked out under Condition 1.2(B).
- 1.3 The exchange rate for use under Condition 1.2(B) is the rate We want to buy the relevant currency when We credit the relevant Debt to the relevant Records. The exchange rate for use in Condition 1.2(C) is the rate We want to buy the relevant currency when We debit the Collection to the relevant Records.

2 TELLING US ABOUT DEBTS AND CREDIT NOTES

- 2.1 Unless We require otherwise You must only Tell Us about Debts which are not Excluded Debts. You must do this only once and will do it:-
- (A) on the Start Date, for Debts then existing;
 - (B) within 2 days of invoicing the Debt (or, if later, immediately after You become its owner), for Debts not existing on the Start Date.
- 2.2 When Telling Us about a Debt You will automatically make the Promises to Us set out in Condition 6.2. If You cannot do this for a particular Debt You must Tell Us about it separately, mark the relevant Debt Schedule "NOT PROMISED" and set out on it the Promises You cannot make.
- 2.3 Telling Us about a Debt creates a specific assignment of it to Us which enables Us, if We choose, to get a legal assignment of it. This does not affect the general transfer to Us of ownership of all of Your Debts under section B (Transfer of Debts) of the Agreement Particulars.
- 2.4 Whenever You send Us a Debt Schedule (using whatever method), You will be treated as giving the following notice to Us:-
- "Pursuant to the terms of the Invoice Finance Agreement between You and Us (including the Conditions currently in effect) We hereby assign to You the Debts evidenced by the invoices detailed in this Debt Schedule and confirm that We have complied with all Our Promises in the Invoice Finance Agreement between us for You to buy Our Debts. The Transaction (if any) under which each Debt arises and Our obligations relating to such Debt have been fully carried out."*
- 2.5 With each Debt Schedule You will send Us a copy of the invoices for the Debts it Tells Us about and such other documents evidencing those Debts We require. Such documents may include proof that You have completely carried out any Transaction and all of Your obligations relating to the Debts. This applies unless the Special Conditions say

otherwise, We tell You in Writing that it does not apply or You send Us a Debt Schedule using the Electronic Facility (when We must receive the required invoices and documents within 2 days of the Debt Schedule being sent).

- 2.6 You must issue all credit notes as soon as the relevant credit is due, Tell Us about them on a Credit Note Schedule within 2 days of this and give Us a copy of each credit note.

3 CREDIT LIMITS

Setting Limits

- 3.1 We may set (and alter) a Credit Limit for a Customer. Unless We explicitly give one such limit will be zero. You must truthfully and accurately tell Us everything You know or should know might influence Us in setting or continuing a Credit Limit. We will choose the method to tell You We have acted under this Condition 3.1 and need not give You any reason for any decision We make under it.
- 3.2 You can ask Us (verbally or in Writing) to set, or alter, a Credit Limit. If You do You must give Us all information We ask for and the Credit Limit You want.

Exceeding and Altering Limits

- 3.3 Credit Limits only cover Debts created after they are set. If at any time Unpaid Debts created after this exceed that Customer's Credit Limit, the excess amount will be Disapproved Debts.
- 3.4 Debts fall within or outside Credit Limits based upon invoice date (earliest before latest).
- 3.5 We are not a credit reference agency. Us setting a Credit Limit is no indication of a Customer's ability to pay. You will tell no one, including Your Customers, anything about any Credit Limit (including if it exists).

Approved Debts

- 3.6 An Approved Debt will automatically become a Disapproved Debt:-
- (A) when its Approval Period ends;
 - (B) on the Insolvency or threat of proceedings for or other steps towards Insolvency of the Customer;
 - (C) if You break any Promise relating to that Debt; or
 - (D) when this Agreement ends.

We may at any time treat all or any part of an Approved Debt as a Disapproved Debt. If an Approved Debt becomes a Disapproved Debt You must at once Repay it in the currency of the Current Account relating to it. If We require it You will also then pay any other amounts You owe Us.

- 3.7 If at any time a Customer's Unpaid Debts exceed that Customer's Credit Limit but any report or account We give to You describes such excess as an Approved Debt the excess will only be an Approved Debt so far as it is within the relevant Credit Limit and does not break the High Involvement.
- 3.8 Where Condition 3.6 applies We may reassign the relevant Debt to You. This will be begun by Us making the appropriate entries in the Records for its Notified Value. You will not own such Debt until We are paid in cleared funds for it and for all other Debts We are reassigning to You at such time.
- 3.9 We need not try to recover from the Customer or anyone else before using Our rights under Condition 3.8.
- 3.10 We may reassign to You any Debt to which We believe the Scheme applies. As consideration for this You will pay Us its VAT element which We believe is recoverable under the Scheme and any recovery (other than VAT) You receive relating to it (holding such recovery on trust for Us before doing so). You will use Your best endeavours to recover sums available to You in relation to such Debt (and agree that We may lodge a proof in Your name in the Customer's Insolvency).

4 ACCOUNTING AND PAYMENTS TO YOU

General

- 4.1 We will keep such *Records* and in such currencies as We think fit. The *Records* will include:-
- (A) **A Client Account:** showing what We owe You if all *Unpaid Debts* are *Collected* in full and to which We will debit all *Fees*. Amounts entered on this account will be treated as *Prepayments* to which *Our Discount* as applied to *Your Current Account* will apply. Such amounts may include amounts owed by You to Us whether or not under this *Agreement* including ones You owe which have been assigned to Us and amounts owed by You to any *Bibby Group Company* and We may set off all amounts so entered against sums We owe You. This applies whether at the relevant time such amounts are actually payable or payable potentially or conditionally and whether or not We guarantee payment of any amount owed by You to any *Bibby Group Company*. If unknown We may estimate and enter any such amount. By signing this *Agreement* You request and authorise Us to give any such guarantee;
 - (B) **A Current Account:** showing what You owe Us or We owe You. Its balance may suggest that You have paid charges You owe to Us but this is only a notional position. We will not regard *Fees* as paid unless this *Agreement* ends with all other amounts You owe under it having also been paid as well as such *Fees*. Any amount unpaid when the *Agreement* ends will be regarded as representing unpaid *Fees* save to the extent that it exceeds *Fees* incurred during the period of the *Agreement*. No interest is due on any amount We owe. If You owe more than the amount worked out by applying the *Prepayment Percentage* and *High Involvement* to the *Unpaid Approved Debts* at any time You will pay Us the difference on demand;
 - (C) **A Sales Ledger Control Account:** showing when We receive *Collections* (but when calculating *Our Discount* receipt will be deemed 6 *Working Days* after this). It may include the *Price* We expect to pay for a *Debt* but this may need altering to reflect the final *Price* We must pay.
- 4.2 We may at any time combine all *Records* into a single account and require You to pay the net balance to Us on demand. If such combination produces an amount We owe You We may pay this to You or withhold it against amounts You owe Us (and whether at the relevant time actually payable or payable potentially or conditionally). You will indemnify Us on demand for sums We pay under a guarantee We give a *Bibby Group Company* of sums You owe.
- 4.3 We reserve the right not to make any payments to You for any *Debts* while You are *Insolvent* or proceedings for or other steps towards *Insolvency* are threatened or pending against You.
- 4.4 You will be given such information regarding this *Agreement* and using such method as We agree with You. Unless You dispute any such information as inaccurate within 15 days of it being sent to You (or published on *Our Electronic Facility*) You cannot dispute it unless the error is obvious. A certificate of *Our* company secretary or one of *Our* directors of any account balance, any loss We suffer or amount You owe Us is conclusive unless containing an obvious or legal error.

5 NOTICE TO CUSTOMERS AND COLLECTION OF DEBTS

- 5.1 Unless We agree that You will be *Our* agent for collecting and enforcing payment of *Debts* We will collect and enforce as We choose. You will accept whatever decisions We make in doing this even if they reduce the *Price* of a *Debt* or result in a *Debt* being settled for less than its *Notified Value*.
- 5.2 If We require You to act as *Our* agent:-
- (A) We will indicate this (and *Your* duties) by stating in the *Agreement Details* that You will be *Our* Collection Agent or by giving You *Our* authority (by letter);
 - (B) this will be a personal appointment for that purpose only;
 - (C) You will at *Your* expense carry out *Your* duties promptly and efficiently;
 - (D) You will keep for Us such records of the *Debts* and give such information to *Customers* and to Us as We require; and
 - (E) You will pay into such bank account as We require (which, if We require it, will be written in trust for Us and in relation to which We, or *Our* nominees, shall be the only authorised signatories) all amounts received by You in relation to the payment of *Debts* assigned to or held in trust for Us under this *Agreement* without otherwise

dealing with them and pending such payment will hold and deal with all such amounts as required by Condition 6.1(j).

- 5.3 We may at any time end *Your* agency verbally or in *Writing*. As a genuine estimate of *Our* extra work due to *Your* agency ending We may charge *You* a fee of 10% of the *Notified Value* of all *Debts Unpaid* when it ends and of all *Debts You Tell Us* about after this.
- 5.4 *You* will write to all *Customers* who pay *You* by BACS, CHAPS or any other form of electronic transfer using wording which We will provide to *You*, giving them *Our* bank account details and telling them to make payment of *Debts* to such account. If the *Agreement Details* say that notice to *Customers* is required *You* will ensure that every invoice, statement or other document We specify has such notice as We require that We own the *Debts*. We may tell *Customers* that We own the *Debts* when and using such method as We choose.
- 5.5 We may:-
- (A) allocate any *Collection* or *Reduction* as We choose;
 - (B) pay a *Customer* any credit balance due to them (which until this will be a potential liability *You* owe *Us*);
 - (C) take possession of and sell (on terms We choose) any *Returned Goods*, treating the net proceeds as a *Collection* relating to the relevant *Debt*; and
 - (D) (in *Our* or *Your* name) contact *Customers* to verify *Debts* and take, carry on or settle any action to recover or dispute relating to any *Debt* as We wish.
- 5.6 *You* will fully assist *Us* in collecting *Debts* and any *Returned Goods* and in protecting *Our* rights.

6 YOUR PROMISES

Undertakings

- 6.1 *You* agree that whilst this *Agreement* continues and after it ends until We have been paid all sums *You* owe to *Us*:-
- (A) unless We give *Our* prior written consent (by letter):-
 - (i) the payment terms agreed with any *Customer* will not be better than those described in *Your Payment Terms* and *You* will not vary any of them for any *Debt* after *Telling Us* about it;
 - (ii) *You* will not issue any credit notes of more than the *Credit Note Limit* (and will stop issuing any if We ask *You* verbally or in *Writing*);
 - (iii) English law will govern every *Transaction* and *Debt*;
 - (B) each *Debt* can be transferred to *Us*, is due in sterling (unless We give written consent, by letter, to payment in an *Approved Currency*) and no other person has any *Other Interest* in it;
 - (C) the *Notified Value* of each *Debt* will be fully paid when due and without retention, dispute, set-off, deduction or counterclaim;
 - (D) *You* will *Tell Us* separately of each *Export Debt* and *Debt* payable in an *Approved Currency* and of each *Debt* all or part of which relates to interest or any amount payable under the Late Payment of Commercial Debts (Interest) Act 1998 (with a breakdown of such interest or amount);
 - (E) *You* will tell *Us* at once of any:-
 - (i) information We ask in relation to a *Customer*, *Debt* or a *Transaction*;
 - (ii) *Promise* which *You* break;
 - (iii) change of *Control* (actual or proposed and direct or indirect) of *Your* business or that of any *Associate* or *Guarantor* or in the identity of *Your Associates*;

- (iv) proceedings or other steps for or towards *Insolvency* being begun or threatened against any *Relevant Party*;
 - (v) taking or threat of steps towards or actual enforcement of any *Other Interest* or any floating charge becoming fixed over any part of *Your* assets or undertaking;
 - (vi) change of address of, and material information about the creditworthiness of, a *Customer*;
 - (vii) dispute *You* have with a *Customer* (with full details of such dispute); and
 - (viii) *Returned Goods* which are in *Your* possession;
- (F) *You* will not, unless *We* consent (by letter), allow to exist any *Other Interest* over *Your* present or future assets or factor, discount, declare in trust or otherwise dispose of any *Debts* (or allow any *Associate* to factor, discount, declare in trust or otherwise dispose of any present or future debts or other amounts owing to them);
- (G) *You* have and will comply with all terms of this *Agreement* and with all procedures *We* specify relating to its operation;
- (H) if *We* ask *You* will transfer to *Us* ownership (not *Ours* under the *Linked Rights*) of goods the subject of a *Debt* (and *We* will be deemed to have asked this on *Your Insolvency*);
- (I) *You* will comply with the *Data Protection Laws* and, in particular, *You* will ensure that any information relating to this *Agreement*, any *Relevant Party* and any *Debt* is processed by *You* and shared with *Us* in accordance with the *Data Protection Laws* such that *We* may lawfully use such information for the purposes *We* identify to *You* in the privacy notices *We* provide to *You* and communications between *You* and *Us*;
- (J) *You* will hold any payment *You* receive in any way relating to a *Debt* in trust for *Us* and:-
- (i) deliver to *Us* at once the actual cash, cheque, instrument or other form of payment or pay it into such bank account as *We* require and will if necessary endorse such payment to *Us* before such delivery;
 - (ii) until it is so delivered keep it separate from *Your* other money and not, under any circumstances, deal with, negotiate it or pay it into any account including *Your* own bank account; and
 - (iii) *We* may notify anyone of such trust;
- (K) *You* will allow *Our* bankers to credit to *Us* amounts made payable to *You* (and give any indemnity or written confirmation *We* require relating to this);
- (L) *You* will take reasonable care in granting credit to each *Customer* ignoring in doing so whether or not any *Debt* will or may be covered by any credit insurance policy;
- (M) *You* will take all reasonable steps to minimise *Our Disbursements* and loss caused by a *Debt* not being *Collected* in full by the date when payment is due; and
- (N) *You* will keep proper books and records of account and ensure that they contain appropriate entries in them recording the sale to *Us* of the *Debts*.

Warranties

- 6.2 Except for *Debts You Tell Us* about separately under Conditions 2.2 or 6.1(D), by *Telling Us* about a *Debt You* warrant that:-
- (A) the *Transaction* (if any) creating that *Debt* and the *Debt* itself are genuine, lawful, valid and binding, made on *Your Payment Terms* and:-
 - (i) the goods have been delivered to the *Customer* and the services have been completely carried out which are the subject of that *Transaction* or *Debt* or both and no other person has any *Other Interest* in such goods, services, *Transaction* or *Debt*;

- (ii) the *Debt* is not an *Excluded Debt*;
 - (iii) the *Debt* relates to an established place of business which the *Customer* has in the *UK* or, if *We* have agreed to buy *Your Export Debts*, in an *Accepted Country*;
 - (iv) *You* have given *Us* complete and accurate details of the *Transaction* and the *Debt*;
 - (v) the *Customer* which owes the *Debt* is not *Insolvent*; and
 - (vi) the *Debt* is one to which this *Agreement* applies;
- (B) *You* own the *Debt* and can lawfully transfer ownership of it to *Us* free of any *Other Interest* save *Our* own interest;
- (C) before this *Agreement* was made *You* told *Us* in *Writing* everything *You* knew or ought to have known might influence *Us* in deciding to enter it (on its terms or at all) or in accepting any person as *Guarantor* and that *You* will tell *Us* at once of anything which might change any such decision;
- (D) all *Accounts Information* and other financial information about *Your* business or that of an *Associate* or *Guarantor* given to *Us* before the *Start Date* or which *You* give to *Us* while this *Agreement* continues are, and will be, accurate and fairly represent the financial position of the person to which they relate;
- (E) if, as *We* may, *We* require *You* to get a credit insurance policy and to assign to *Us* the benefit of such policy:-
- (i) *You* will sign and deliver to *Us* the documents necessary for such assignment;
 - (ii) the proposal *You* sent to the insurer upon the basis of which the policy was issued was complete and correct in every way;
 - (iii) *You* have disclosed to the insurer all information which *You* know or ought to know might influence the insurer in providing cover under the policy and will continue to do so while this *Agreement* continues;
 - (iv) *You* have fully complied with the policy, there have been no acts or omissions which might invalidate it and *You* will deliver the original policy to *Us* if *We* ask;
 - (v) the policy will cover all *Debts* owned by or held in trust by *You* for *Us* and *You* will promptly make and recover all claims relating to *Debts* which *You* have the right to make under the policy; and
 - (vi) *You* will send *Us* copies of all communications between *You* and the insurer at once after *You* receive or send them;

and while this *Agreement* continues *You* will comply with the above warranties as though repeated on each day, pay all premiums when due, deal with any sums *You* receive under any such policy as a payment under Condition 6.1(J) and tell *Us* at once if the policy becomes void or is cancelled or lapsed.

7 RECORDS AND INFORMATION

7.1 *You* will give to *Us*:-

- (A) *Debt Information* at once when *We* ask *You*;
- (B) such financial information about *You* at intervals and for such periods as *We* may ask; and
- (C) *Your Accounts Information* when available but not later than 4 months after (but not including) the last day of each of *Your* accounting periods which end while this *Agreement* continues. *Your Accounts Information* provided under this Condition must be:-
 - (i) (if *You* are a company or LLP which must or does file audited accounts) audited and contain a directors report;
 - (ii) (if *You* are a partnership or a sole trader or are a company or LLP which need not and does not file audited accounts) certified as true and correct by a firm of chartered or certified accountants.

- 7.2 We may at any time enter any premises *You* use to get, copy, remove or audit (at *Your* cost) any of the information referred to in Condition 7.1 and to inspect goods and *Returned Goods*.
- 7.3 We may disclose to such persons as We think appropriate including *Your* financiers, auditors, accountants, *Guarantors*, *Credit Agencies*, insurers and other professional advisers and to any *Bibby Group Company* and its financiers (and they may disclose to *Us*) such information about *You* as We or they have. *You* confirm that *You* have given (or, where such persons' identity alters, will at once give) all necessary instructions to allow this. If We ask *You* will at once instruct *Your* auditors or accountants at *Your* expense to report to *Us* directly about *Your* financial position.

8 OUR CHARGES

- 8.1 *You* will pay *Us* the charges on the payment dates set out in the *Charging Details* and will indemnify *Us* on demand against:-
- (A) all *Disbursements*; and
 - (B) any increase from time to time in the cost to *Us* of the funds We obtain to provide *Prepayments* to *You* under this *Agreement* including to the discount or interest rate or other costs, charges, fees and expenses relating to such funds (whether such *Prepayments* are in existence at the time of, or made after, such increase).
- 8.2 *Our Discount* will be calculated daily on the debit balance on *Your Current Account* and then debited at the end of each day to *Your Client Account*.
- 8.3 We may vary the *Factoring Fees*, the *Minimum Factoring Fees* and the *Annual Review Fee* (or any of them) by giving *You* 30 days notice in *Writing* at any time after We consider that either of *Our* risk in, or costs of, operating this *Agreement* have altered. If the *Factoring Fees* for a period are less than the *Minimum Factoring Fees* for that period set out in the *Charging Details* (or varied under this Condition) *You* will pay *Us* the shortfall on the payment date for this set out in the *Charging Details*. We may debit *Your Client Account* with the shortfall We believe will happen in any later period.
- 8.4 A *Debt* may not be payable in sterling but We may be paying the *Price* of it in sterling. If so any *Fee* which is a percentage of the *Notified Value* of the *Debt* will be applied to the *Price* of the *Debt* worked out under Condition 1.2(B).
- 8.5 If (i) this *Agreement* ends earlier than *You* could end it under Condition 10 or (ii) a *Termination Event* happens, then for the period from either such event until the time to which this *Agreement* should continue under Condition 10 *You* will, if We ask, pay *Us* (for lost *Factoring Fees*) the greater of:-
- (A) the *Minimum Factoring Fees* *You* would have had to pay (less the *Factoring Fees* already taken by *Us* for that period); and
 - (B) the *Factoring Fees* *You* would have had to pay for that period if payable at an amount per *Month* (or part *Month*) equal to (i) if the *Agreement* has continued for at least 6 *Months*, the total *Factoring Fees* charged to *You* in the 6 *Months* immediately before this *Agreement* ended or the *Termination Event* happened divided by 6; or (ii) if this *Agreement* has not continued for at least 6 *Months*, the *Factoring Fees* equal to the total *Factoring Fees* charged to *You* under this *Agreement* divided by the number of full *Months* for which it has continued or did continue.
- 8.6 If We agree to alter this *Agreement* or to provide extra services, reports or facilities for which *You* ask *Us* *You* will pay *Us* such fees for this as We ask. This includes if We make any payment to *You* which is more than or made more quickly than is required under Condition 1.1.
- 8.7 *You* will pay all VAT due on amounts payable by *You* under this *Agreement*. No *Fees* will be refunded.

9 ELECTRONIC FACILITY

- 9.1 This Condition 9 applies only if the *Agreement Details* state that *You* want the *Electronic Facility* or We and *You* agree in *Writing* that it will apply.
- 9.2 While this *Agreement* continues We give *You* a non-exclusive personal licence to use the *Electronic Facility* on *Your* own computer equipment on terms We specify from time to time in relation to and while this *Agreement* continues. We may alter, suspend or withdraw the *Electronic Facility* without notice or liability.

- 9.3 We may charge *You* for working on or giving *You* new *Electronic Facility* versions/updates because *You* incorrectly use versions/updates.
- 9.4 All *Messages* *You* send must be correct and complete, identify the sender and recipient and have verifiable authenticity. We may rely on any *Message* *You* appear to have sent.
- 9.5 We and *You* agree to:-
- (A) tell the other at once if it believes there has been defect, fraud or security breach in or resulting from any *Message* or any breaking of Condition 9.5(C) and to co-operate in seeking a remedy as soon as possible;
 - (B) use all reasonable endeavours to ensure its computer system is virus free, *Messages* are properly stored and can only be accessed and retrieved by authorised persons and to tell the other at once if it believes that such obligations have been or may be broken;
 - (C) not tell anyone how the *Electronic Facility* works (including its security procedures), keep proper security systems for the *Electronic Facility* and accept all *Messages* as genuine and as if signed and physically delivered unless corrupted by a proven technical failure;
 - (D) if a *Message* is believed not to be intended for the recipient they will delete it (but not the record of its receipt) and tell the sender (and the other of *You* or *Us*) at once; and
 - (E) keep a record of all *Messages* in a form We require, hold this unchanged for 12 months after this *Agreement* ends and provide it to the other when asked. *Our* record of *Messages* will be conclusive except for any obvious errors in it.
- 9.6 *You* accept that:-
- (A) We can update information on the *Electronic Facility* at any time without liability to *You* and that whatever it shows We will only pay *You* as this *Agreement* describes;
 - (B) We will not be liable for any delay by *Us* which is caused directly or indirectly by:-
 - (i) any failure or fault of equipment, software, telephone line or other communication system (whether *Ours* or others);
 - (ii) any error or discrepancy in any *Message* We receive; or
 - (iii) any unforeseen event including one in Condition 15.2.
- 9.7 *You* will indemnify *Us* on demand for all *Disbursements*, lost expected savings and damaged goodwill arising from *You* sending or *Us* receiving a *Message* or *Us* relying on incorrect information in a *Message* or not receiving a *Message* from *You*.

10 AGREEMENT PERIOD

- 10.1 Unless ended by *Us* because a *Termination Event* happens this *Agreement* will continue from (and including) the date it is made for the *Minimum Period* after which We or *You* can end it at any time by giving an *End Notice* to the other expiring on the last day of a *Month*.
- 10.2 If We agree in *Writing* that *You* can end this *Agreement* without it continuing as set out in Condition 10.1 *You* will pay *Us* such sum as We require in return for this.

11 ENDING AGREEMENT

Termination Events

- 11.1 We may end this *Agreement* at once by giving *You* notice in *Writing* at any time after:-
- (A) *You* (or any *Associate*) threaten to, or do, break any agreement with *Us* or any *Bibby Group Company*;

- (B) You do not Tell Us of any Debts for 14 consecutive days;
- (C) You threaten to, or do, stop carrying on Your business or change the Nature of Your Business;
- (D) You do not pay when due any financial facility or any such facility is declared due before the date for payment stated in it or You repay without Our consent (by letter) any loan to You by an Associate;
- (E) the Insolvency or threat of Insolvency, death or any legal disability of any Relevant Party (except a Customer) or any Guarantor giving notice of termination of a Guarantee;
- (F) any change (direct or indirect) in Your ownership, Control, composition or constitution, directors, partners, members, financial position or operating performance which We think materially prejudices Us;
- (G) any of Your creditors applies for a court order against Us;
- (H) any waiver, consent, ranking, release, subordination or priority arrangement We obtain from anyone holding any Other Interest over Your assets ends or it is threatened that it will end;
- (I) You or any third party breaks or ends any Promise, representation, warranty or undertaking given to Us in relation to this Agreement or its continuance;
- (J) any of Your directors, partners or members is disqualified from being a director; or
- (K) You, any of Your shareholders, directors, shadow directors, members or partners or any Guarantor is charged with an offence involving dishonesty.

Effect of Termination Event

- 11.2 On or after a Termination Event (whether or not We end this Agreement) and without limiting Our other rights We can do all or any of the following (with or without giving You notice in Writing):-
- (A) not make any further payments to You and require You to pay Us at once all amounts You owe Us (whether or not under this Agreement);
 - (B) require You to buy back any Unpaid Debts for a price equal to the aggregate amount payable by You under Condition 11.2(A) (You not becoming their owner until You have paid such amount to Us in cleared funds);
 - (C) increase Our Discount by 2% (to cover Our increased risk); or
 - (D) reserve for any liabilities We think You may owe Us.
- 11.3 If You become Insolvent or stop trading and Our charges under Condition 8.5 are then less than 10% of the Notified Value of all Debts then Unpaid We may charge You the difference as a genuine estimate of Our likely loss from extra work in collecting Debts.
- 11.4 After receiving an End Notice from You We will have the same rights as those in Condition 11.2(D). If this Agreement ends other than due to a Termination Event You must buy all Unpaid Debts then existing for the amount in Condition 11.2(B). This Agreement will apply to and You will not be the owner of such Debts until We are paid in cleared funds for them all.
- 11.5 You will indemnify Us against any claim by a Customer to repayment of any sum We Collect whether We are aware of such claim before or after this Agreement ends.
- 11.6 If this Agreement or any of the services We provide under it ends Our or Your rights or obligations which then exist (including Our right to recover Our Discount until You have fully carried out all Your obligations to Us) will not be affected.

12 UNLIMITED PARTNERSHIPS AND INDIVIDUALS

Unlimited Partnership

12.1 Where *You* are an unlimited partnership as identified in the *Client Details*:-

- (A) *Your* obligations in this *Agreement* will be joint and several obligations of the partners as well as obligations of the partnership. “*You*” and “*Your*” will be read as referring to each partner and the partnership;
- (B) *You* confirm that the *Client Details* list all of the partners details as at the *Start Date*. *You* will tell *Us* (by letter) at once of any proposed changes to the partners or partnership name and will make sure that on becoming a partner each new partner signs all documents that *We* require to bind him to this *Agreement*;
- (C) until they are satisfied, each partner will be responsible for *Your* liabilities under this *Agreement* (actual, conditional, present, future or otherwise). If *Your* partners change *We* may treat this *Agreement* as continuing as if there were no such change; and
- (D) *We* may agree anything relating to this *Agreement* with any partner(s) without affecting *Our* rights against the others and treat a notice or demand by *Us* on *You* or on any partner and a notice by *You* to *Us* as given to (and by) each partner.

Sole Trader

12.2 If *You* are a sole trader as identified in the *Client Details* *You* must not enter into a partnership without *Our* prior consent given by letter.

Sole Traders and Unlimited Partnerships

12.3 If *You* are a sole trader or an unlimited partnership:-

- (A) *You* will:-
 - (i) indemnify *Us* against any *Disbursements* *We* incur in registering this *Agreement*;
 - (ii) tell *Us* (by letter) at once if *You* move *Your Business Address* or change *Your Trading Style* and then sign such documents as *We* may require;
 - (iii) tell *Us* (by letter) of any business in which *You* are interested and if *We* ask ensure that it sells its debts to a *Bibby Group Company*;
- (B) *You* confirm that *Your Residential Address* in the *Client Details* is correct and that *You* will tell *Us* (by letter) at once of any changes (including in any changed address about which *You* tell *Us* under this *Condition*); and
- (C) this *Agreement* binds *Your* executors, administrators, personal representatives and other persons acting for *You*.

Data Protection

12.4 This *Condition 12.4* contains an overview of *Our Privacy Notice* along with brief details of certain privacy rights of individuals in relation to their personal information and how *We* gather, use and share information about *You*. In this *Condition 12.4* (and in *Our Privacy Notice*) references to how *We* gather, use and share information about *You* includes all information about *You* (whether or not personal information).

Our Role

We are the data controller in relation to personal information which *We* collect about *You*. This means that *We* are responsible for deciding how *We* hold and use personal information about *You*. Personal information, means any information about an individual from which that person can be identified.

Type of Information

The sort of information *We* will collect about *You* and how *We* collect it is set out in *Our Privacy Notice*. It is important that *You* read *Our Privacy Notice*, together with any other privacy notice *We* may provide on specific occasions when *We* are collecting or processing personal information about *You*, so that *You* are aware of how and why *We* are using such information.

Our Data Protection Officer

We have a Data Protection Officer who can be contacted by email sent to DPO.UK@bibbyfinancialservices.com and by post sent to The Data Protection Officer, c/o Bibby Financial Services Limited, Pembroke House, Banbury Business Park, Aynho Road, Adderbury OX17 3NS.

Your Rights

You have the right to a copy of the personal information which We hold about You (along with other rights including the right to ask Us to update incorrect or incomplete personal information and to erase it and the right to object to (or request that We restrict) the processing of it) – You can contact Our Data Protection Officer in order to enforce any of these rights.

You also have the right to complain to the Information Commissioner's Office if You are not happy about the way Your personal information is used.

Our need for Information and how We may use it

We will use the personal information We obtain about You, whether from You or from other sources, as set out in Our Privacy Notice. This will include to assist with Our administration of this Agreement (including making payments and recovering monies in relation to it) and Our exercise of Our rights under it as well as to carry out activities such as service and product development, training, marketing, credit and financial assessment, market and product analysis, administering insurance claims, audit and preventing fraud and money laundering. In some cases We won't be able to provide products and services to You if We don't have all the information We need.

We will only use Your personal information where We have a lawful basis to do so.

Sharing and Transferring Information

Details of how We may share Your personal information are set out in Our Privacy Notice.

How long We keep Your Information

We'll keep Your information for as long as You have a relationship with Us. After that relationship has ended, We'll continue to keep that information to enable Us to comply with Our legal obligations (such as record keeping for tax purposes) and where We may need it for Our, or someone else's, legitimate interests (including tackling financial crime and if required in relation to active or potential legal proceedings).

Privacy Notice

Our full Privacy Notice contains more details about Our use of Your personal information. A hard copy of Our Privacy Notice has been provided to You. You can view Our up to date full Privacy Notice via the following link www.bibbyfs.co.uk/PN at any time.

13 TRANSFERS AND INFORMATION DISCLOSURE

- 13.1 You cannot transfer, delegate, novate, create any *Other Interest* over or otherwise deal with Your rights or obligations under this Agreement unless We consent (by letter).
- 13.2 You consent to Us transferring, delegating, novating, creating any *Other Interest* over or otherwise dealing with Our rights and obligations under this Agreement. We may disclose this Agreement and any information relating to it to any person with whom We have done or propose doing any thing described in this Condition and any party involved in this. This will include Our financiers and any security trustee, agent or finance arranger involved in any financing which relates to this Agreement, Our business or that of any *Bibby Group Company*.

14 SERVICE OF NOTICES

- 14.1 Any notice or demand on You by Us will be validly served if:-
 - (A) personally delivered to You or any of Your officers, members or partners and taking effect when delivered;

(B) posted or sent by fax or e-mail to *Your Service Address* or such other *UK address* *You* tell *Us* about (by letter) for the purpose of this Condition; taking effect (if posted) no later than 10am on the next *Working Day* after being posted and (if faxed or sent by e-mail) when sent.

14.2 Notice by *You* to *Us* must be by letter sent to *Us* by recorded delivery post. It will be effective at the time it is recorded as received by *Us* at *Our* registered office.

15 MISCELLANEOUS

15.1 We may alter the *Conditions* at any time by making such altered *Conditions* available on *Our Website* or, if *We* choose, posting a copy of them to *You*. Such altered *Conditions* will take effect on being made so available or being posted (as appropriate). *You* are obliged to check our *Website* regularly for any variations to the *Conditions* made available there.

15.2 We will not be liable for any loss or damage, including consequential or indirect loss, injury or damage or lost anticipated savings caused for whatever reason or if *We* do not carry out *Our* obligations under this *Agreement* due to an unforeseen event. This will include any situation outside *Our* or a *Customer's* reasonable control and any natural disaster, currency restrictions, exchange control, governmental or other legal or official requirements, act of God, war, terrorism, revolution, strike, industrial action or failure of computer, postal, communications or banking services.

15.3 All payments due from *You* under this *Agreement* will be made when due without deduction, withholding or set off. If any deduction or withholding is required by law, *You* will increase *Your* payment to *Us* so that *We* receive the full amount due before such deduction or withholding.

15.4 Any failure or delay by *Us* at any time or times to require *You* to perform any provision of this *Agreement* will not affect *Our* right to enforce it at a later time.

15.5 If *You* owe *Us* any amount (whether actually, potentially or conditionally) in a currency other than that of the account to which it is to be debited or accounts held in different currencies are to be combined *We* may use the middle spot rate of exchange quoted by *Our* bankers in London at the time of debit or combination.

15.6 Only a party to this *Agreement* may enforce it and the operation of the Contracts (Rights of Third Parties) Act 1999 is excluded.

15.7 *You* agree that this *Agreement* is reasonable but that if any part is found to be invalid no other part will be affected.

15.8 This *Agreement* contains all the terms *We* have agreed with *You* to the exclusion of any agreement, representation or statement made by *Us* before it was made. *You* agree that *You* have not relied on any representation, understanding or agreement (written or oral) not set out in this *Agreement*. Nothing in this *Agreement* excludes liability for fraud. If *We* have been introduced to *You* by a third party *We* have no responsibility for *Your* dealings with that third party even though *We* may pay a commission to them.

15.9 This *Agreement* may be signed by *You* and *Us* on any number of copies each in identical form but will not take effect until each of *You* and *Us* has executed at least one copy. Each copy signed by *You* or *Us* will be an original of this *Agreement* but all of the copies together will be deemed to be one Deed.

15.10 This *Agreement*, and any non-contractual obligations arising out of or in connection with it, will be governed and interpreted by English Law. *You* agree that *You* will only use the English courts for any claims relating to this *Agreement* or any such obligations. *We* may use the courts of another jurisdiction if *We* choose.

16 DEFINITIONS

16.1 The words set out below will have the meanings set out after them:-

“Accepted Country”	All countries except any expressly excluded in or pursuant to the <i>Special Conditions</i> ;
“Accounts Information”	Balance sheet and profit and loss account;
“Approval Period”	The period stated in the <i>Agreement Details</i> after which <i>We</i> may require <i>You</i> to make a <i>Repayment</i> ;

“Approved Currency”	All currencies other than sterling specified in or pursuant to the <i>Special Conditions</i> ;
“Approved Debt”	A <i>Debt You Tell Us</i> about which is <i>Unpaid</i> , within the relevant <i>Customer’s Credit Limit</i> and which is not or has not become a <i>Disapproved Debt</i> ;
“Associate”	<i>Your</i> subsidiary or holding companies (as defined in s1159 of the Companies Act 2006 but such that for this purpose a company shall be regarded as a member of another company even if its shares in that other company are registered in the name of (a) its nominee, or (b) another person (or its nominee), by way of, or in connection with the taking of, security); associates (as defined in s184 of the Consumer Credit Act 1974); directors, partners, members, shareholders or employees and any company, LLP, partnership or business in which <i>You</i> or any of the above has a material interest;
“Available Funds”	An amount worked out at the relevant time by <i>Us</i> deducting the debit balance on <i>Your Current Account</i> from the sum of <i>Us</i> applying the <i>Prepayment Percentage</i> to the amount achieved by taking the <i>Price We</i> expect to pay for <i>Approved Debts</i> and deducting from this any <i>Debts</i> which exceed the <i>High Involvement</i> ;
“Banking Day”	A day (other than a Saturday or a Sunday) on which banks are open for business in London;
“Bibby Group Company”	Bibby Financial Services Limited (registered number 3530461), any subsidiary company of it and any subsidiary of such subsidiary (subsidiary company being as defined in the definition of “Associate” above);
“Collection”	A payment (in whatever form) received by <i>Us</i> in cleared funds in or towards paying a <i>Debt</i> (including under any credit insurance policy obtained by <i>You</i> pursuant to Condition 6.2(E)); and “Collected” , “Collecting” and “Collect” will be read in light of this;
“Control”	The right to direct how the business of a company, LLP or partnership will be managed;
“Credit Agency”	Credit reference and fraud prevention agencies <i>We</i> use from time to time;
“Credit Note Schedule”	A document in a form <i>We</i> require on which <i>You</i> will <i>Tell Us</i> about credit notes and, where <i>We</i> allow, which may be sent to <i>Us</i> using the <i>Electronic Facility</i> ;
“Credit Limit”	The amount up to which <i>We</i> may regard <i>Debts</i> owing by a particular <i>Customer</i> as <i>Approved Debts</i> ;
“Customer”	Any person who owes a <i>Debt</i> ;
“Data Protection Laws”	Means (i) whilst the General Data Protection Regulation (Regulation (EU) 2016/679) (“ GDPR ”) is directly applicable in the <i>UK</i> , the GDPR and any national implementing laws in the <i>UK</i> including the Data Protection Act 2018 and (ii) any legislation which succeeds the GDPR or the Data Protection Act 2018;
“Debt”	Any type of debt, payment obligation or monetary claim (actual, conditional, present, future or otherwise and whether or not payment has been earned by performance) owed to <i>You</i> under a <i>Transaction</i> or otherwise together with (if any) VAT and all duties and charges which relate to this and together with the related <i>Linked Rights</i> ; and where the context allows a part of any of them;
“Debt Information”	<i>Your</i> records, in whatever form, evidencing the creation of, and dealings with, a <i>Debt</i> (including providing the goods or services, the contract and other documents relating to it and their performance) and any other documents <i>We</i> require;
“Debt Schedule”	A document in a form <i>We</i> require by which <i>You</i> will specifically assign each <i>Debt</i> to <i>Us</i> and, where <i>We</i> allow, which may be sent to <i>Us</i> using the <i>Electronic Facility</i> ;
“Disapproved Debt”	A <i>Debt</i> which is either not an <i>Approved Debt</i> or which is an <i>Excluded Debt</i> ;

<p>“Disbursements”</p>	<p>Losses, costs, claims, charges, stamp and other duties and expenses (including, on a full indemnity basis, bank charges, legal and professional and debt collection fees and in getting evidence and witness attendance at any proceedings, use of <i>Credit Agencies</i>, disbursements, third party costs and <i>Our</i> own administrative expenses and charges as contained in <i>Our</i> scale of charges (if any) published by <i>Us</i> from time to time on <i>Our</i> Website or which is available to <i>You</i> if <i>You</i> ask <i>Us</i> at any time) and any VAT or similar tax thereon <i>We</i> incur directly or indirectly:-</p> <p>(A) from resolving any dispute relating to a <i>Debt</i> or with a <i>Customer</i> or <i>Collecting</i> or trying to <i>Collect</i> any <i>Debt</i> and any <i>Customer</i> failing to pay a <i>Debt</i> at its full <i>Notified Value</i>;</p> <p>(B) in enforcing or trying to enforce or operating any term of this <i>Agreement</i>, any <i>Guarantee</i> or any <i>Other Interest</i> given to <i>Us</i> relating to this <i>Agreement</i> or protecting <i>Our</i> rights under or resulting from any breaking of any of them;</p> <p>(C) in getting any <i>Guarantee</i> or any <i>Other Interest</i> given to <i>Us</i> relating to this <i>Agreement</i>;</p> <p>(D) any charges for currency conversion or dishonoured payments <i>We</i> incur relating to this <i>Agreement</i>;</p> <p>(E) getting or enforcing (or trying to get or enforce), any waiver, consent, ranking, release, subordination or priority for this <i>Agreement</i> or any <i>Debts</i> from any <i>Other Interest</i> or loan or relating to any <i>Other Interest</i> given to <i>Us</i> by <i>You</i> or any <i>Guarantor</i>;</p> <p>(F) as a result of any transfer or alleged transfer to <i>Us</i> of employees or other personnel under the Transfer of Undertakings (Protection of Employment) Regulations 2006 which is caused directly or indirectly because of <i>Us</i> entering into this <i>Agreement</i> (and which shall include any liability for remuneration and benefits including all wages, bonuses, holiday pay, commissions, pension contributions, PAYE and national insurance contributions); and</p> <p>(G) such other charges as <i>We</i> tell <i>You</i> verbally or in <i>Writing</i> from time to time;</p>
<p>“Electronic Facility”</p>	<p>The information link between <i>You</i> and <i>Us</i> available through <i>Our</i> computer system;</p>
<p>“End Notice”</p>	<p>A notice (of not less than the <i>End Notice Period</i> contained in the <i>Agreement Details</i>) given by letter by <i>You</i> or <i>Us</i> to end this <i>Agreement</i>;</p>
<p>“Excluded Debts”</p>	<p><i>Debts</i> <i>You</i> need not <i>Tell Us</i> about until <i>We</i> require it and which at first will include all <i>Debts</i> not due under a <i>Transaction</i>, <i>Debts</i> due under a <i>Transaction</i> creating a <i>Debt</i> of a type stated as being an Excluded Debt in the <i>Special Conditions</i> and, unless <i>We</i> tell <i>You</i> otherwise, the following <i>Debts</i>:-</p> <p>(A) <i>Debts</i> owed by an <i>Associate</i>;</p> <p>(B) <i>Debts</i> in the hands of any third party, including a solicitor or debt collector, for collection;</p> <p>(C) <i>Debts</i> for stage or progress payments;</p> <p>(D) <i>Debts</i> arising under a <i>Transaction</i> under which goods are provided on approval, trial, consignment or sale or return or which contains terms entitling the <i>Customer</i> to return the goods;</p> <p>(E) <i>Debts</i> owed by a <i>Customer</i> which has not incurred the <i>Debt</i> for the purposes of its business;</p> <p>(F) <i>Debts</i> regulated by the Consumer Credit Act 1974;</p> <p>(G) <i>Debts</i> payable on a pro forma basis or by cash on delivery;</p> <p>(H) <i>Debts</i> arising from the sale of capital assets;</p>

	<p>(I) Debts arising from rental or leasing agreements;</p> <p>(J) Debts owed by a Customer who also supplies goods or services to You;</p> <p>(K) Debts so far as they comprise interest (whether owing under statute or otherwise);</p>
“Export Debt”	A Debt the invoice for which is addressed to a place outside Great Britain and Northern Ireland;
“Fees”	The charges for Our services under this Agreement;
“Guarantor”	A person who at any time gives a guarantee or indemnity of any obligations You owe to Us or to any Bibby Group Company; and “Guarantee” will be read in line with this;
“High Involvement”	The maximum percentage or amount of all Unpaid Approved Debts due from the same Customer against which We may make Prepayments and as stated in the Agreement Details (or which We tell You in Writing from time to time);
“Insolvent”	<p>In relation to a company, LLP or unlimited partnership:-</p> <p>(A) being deemed unable to pay its debts in accordance with section 123 of the Insolvency Act 1986;</p> <p>(B) being the subject of or passing or taking steps to pass a resolution, determination or petition to wind it up or being the subject of the presentation of a petition for its winding up by the court;</p> <p>(C) an incumbrancer taking possession or having a receiver, manager or administrative receiver, liquidator, provisional liquidator or any similar official or judicial factor appointed of all or any part of its undertaking, property, rights or revenues or it being dissolved (other than pursuant to a consolidation, amalgamation or merger with Our prior written consent);</p> <p>(D) anyone taking steps to obtain a moratorium or making proposals for a voluntary arrangement with its creditors and/or the appointment of a nominee to act in relation to a proposed voluntary arrangement with its creditors;</p> <p>(E) proposing a compromise, arrangement or composition or making a general assignment with or for the benefit of its creditors or convening a meeting of creditors; or commencing negotiations with one or more of its creditors with a view to the general readjustment or rescheduling of all or part of its debts;</p> <p>(F) anyone taking any step towards the appointment of an administrator including issuing a notice of intention to appoint or notice of appointment of an administrator or an application for administration; or a moratorium under the Insolvency Act 2000 commencing;</p> <p>In relation to an individual, unlimited partnership or partner in any unlimited partnership:-</p> <p>(A) being deemed unable to pay their debts in accordance with section 268 of the Insolvency Act 1986;</p> <p>(B) steps being taken to obtain an interim order or making proposals to their creditors for a voluntary arrangement, making an application to court for an interim order or the appointment of a person to act as nominee in relation to a proposal to their creditors for a voluntary arrangement under the Insolvency Act 1986;</p> <p>(C) making a general assignment, arrangement or composition with or for the benefit of their creditors or convening a meeting of creditors or commencing negotiations with one or more of their creditors with a view to the general readjustment or rescheduling of all or part of their debts;</p>

	<p>(D) anyone issuing a petition for a bankruptcy or sequestration order to be made against them which is not withdrawn or dismissed within 5 <i>Working Days</i> or a bankruptcy or sequestration order being made against them; their apparent insolvency; or them giving a trust deed for their creditors;</p> <p>(E) having any receiver or receiver and manager appointed of all or any part of their property;</p> <p>In relation to any person:-</p> <p>service of a statutory demand; seizure, possession, attachment, distraint, execution, sequestration, diligence (whether in execution or on the dependance of any action), interdict, levying, exercising rights of lien or enforcing security rights against or getting an order restraining the disposal of all or any part of the person's income or assets or other legal process levied, enforced or sued on or against any of their assets which is not paid off, withdrawn or discharged within 5 <i>Working Days</i>; the entry or making of any judgment, order or award for the payment of money to another party which remains unsatisfied for 5 <i>Working Days</i> after being entered or made; entering into a voluntary arrangement or appointing any nominee or supervisor under the Insolvency Acts 1986 or 2000 or any informal arrangement or composition in satisfaction of debts generally for the benefit of creditors; or being deemed insolvent under the Insolvency Act 1986;</p> <p>and</p> <p>the taking of any steps for the commencement of any proceedings or actions in respect of any of the above matters;</p> <p>and</p> <p>any analogous procedure or step being taken in any jurisdiction;</p> <p>and</p> <p>"Insolvency" will be read in line with this;</p>
"LIBOR"	<p>On or after 11.00am on the first <i>Banking Day</i> of each <i>Month</i>:-</p> <p>(A) the three month <i>Screen Rate</i>; or</p> <p>(B) (if no <i>Screen Rate</i> is available for the relevant currency on the first <i>Banking Day</i> of any <i>Month</i>) the arithmetic mean of the three month rates (rounded upwards to four decimal places) quoted by the <i>Reference Banks</i> to leading banks in the London interbank market;</p>
"Linked Rights"	<p>In relation to each <i>Debt</i> and all <i>Returned Goods</i> the benefit of:-</p> <p>(A) all <i>Your</i> rights (but not obligations) as an unpaid seller/creditor and under the relevant <i>Transaction</i> (if any), save <i>Your</i> ownership of the relevant goods;</p> <p>(B) all bonds, insurances, securities, guarantees and indemnities and any documents of title to the relevant goods, shipping documents, customs forms, airway bills or similar;</p> <p>(C) all <i>Debt Information</i> and the ownership of all <i>Returned Goods</i>;</p> <p>(D) interest and all cash, cheques, bills of exchange, instruments (negotiable or not) and other forms of payment;</p>
"Message"	Any data sent using the <i>Electronic Facility</i> ;
"Month"	A calendar month;

“Notified Value”	The amount of a <i>Debt</i> or credit note <i>You Tell Us</i> (before taking away any <i>Reductions</i>);
“Other Interest”	Any present or future mortgage, charge, security assignment, pledge, lien, hypothecation, option, right of set-off, preferential interest, trust, title retention, tracing right or other security interest or similar arrangement of any type or any agreement, conditional or otherwise, to create or give any of the same;
“Prepayment”	Any amount <i>We</i> pay <i>You</i> on account of the <i>Price</i> of a <i>Debt</i> before <i>We Collect</i> it in full;
“Price”	The <i>Collection We</i> receive in relation to a <i>Debt</i> less (in relation to such <i>Debt</i>):- (A) <i>Our Discount</i> and <i>Fees</i> and any <i>Reduction</i> due to or taken by the <i>Customer</i> after such receipt; and (B) all other amounts due to <i>Us</i> by <i>You</i> ;
“Promises”	The warranties and undertakings <i>You</i> give to <i>Us</i> and set out in Condition 6;
“Records”	The accounts maintained by <i>Us</i> to record the purchase of <i>Debts</i> , payment and receipt of monies, <i>Fees</i> payable by <i>You</i> and <i>Your</i> liability under and the operation of this <i>Agreement</i> which will include a <i>Sales Ledger Control Account, Current Account</i> and <i>Client Account</i> ;
“Reduction”	Any deduction, discount or set off claimed by a <i>Customer</i> or other alteration which reduces the <i>Notified Value</i> of a <i>Debt</i> ;
“Reference Banks”	Means, in relation to <i>LIBOR</i> the principal London offices of Barclays Bank plc, Lloyds TSB Bank plc and Royal Bank of Scotland plc or such other banks as <i>We</i> may tell <i>You</i> ;
“Relevant Party”	<i>You</i> , any of <i>Your</i> directors, shareholders, members or partners and any <i>Customer, Associate</i> or <i>Guarantor</i> ;
“Repayment”	Repayment of any <i>Prepayment</i> ; and “Repay” will be read in light of this;
“Returned Goods”	Any goods relating to a <i>Transaction</i> or <i>Debt</i> and which a <i>Customer</i> rejects or returns or indicates a wish to do so or which <i>You</i> or <i>We</i> recover from a <i>Customer</i> ;
“Scheme”	The HM Revenue & Customs scheme enabling reclaim of the VAT element of debts which become doubtful;
“Screen Rate”	Means in relation to <i>LIBOR</i> , the British Bankers' Association Interest Settlement Rate for the relevant currency and period displayed on the appropriate page of the Reuters screen. If the agreed page is replaced or service ceases to be available, <i>We</i> may specify another page or service displaying the appropriate rate;
“Special Conditions”	The conditions contained in the section of this <i>Agreement</i> headed “Special Conditions”;
“Tell”	<i>You</i> telling <i>Us</i> in such form as <i>We</i> require, including within a <i>Message</i> or in a <i>Debt Schedule</i> (or both), that a <i>Debt</i> exists or in a <i>Credit Note Schedule</i> that a credit note has been issued; and “Telling” and “Told” will be read in light of this;
“Termination Event”	An event described in Condition 11.1;
“Transaction”	An agreement entered into by (or the benefit of which has been transferred to) <i>You</i> under which it is agreed to hire or sell goods or supply services to another person;

“UK”	Great Britain and Northern Ireland, the Channel Islands and the Isle of Man;
“Unpaid”	A <i>Debt</i> which has not been fully paid;
“Website”	<i>Our</i> website detailed in the Introduction to this <i>Agreement</i> on which the <i>Conditions</i> can be found and in which <i>Our</i> scale of charges can be found at www.bibbyfinancialservices.com/client-area/disbursement_tariff001.aspx (or such other website as We notify <i>You</i> of from time to time);
“Working Day”	Every day except Saturday, Sunday and bank and public holidays;
“Writing”	Letter, fax, e-mail and (where such facility allows) by using the <i>Electronic Facility</i> .

18.2 Any reference in this *Agreement* to:-

- (A) a statutory provision includes any amendment, replacement or re-enactment, consolidation or extension of it;
- (B) a person includes an individual, company, LLP, unlimited partnership, organisation or trust (whether or not with a separate legal personality) and any other legal person;
- (C) the singular includes the plural and vice versa and any reference to any gender includes any other gender;
- (D) a *Debt* being created is to the date on which that *Debt* comes into existence or, if later, immediately after ownership of such *Debt* is transferred to *You* by a third party;
- (E) a “month” is to a period of time beginning at midnight on one day in a *Month* and ending at midnight on the day before the numerically corresponding day in the next *Month*. If the day on which the period would end is not a *Working Day* it will end at midnight on the preceding *Working Day*. If the period starts on the last *Working Day* in a *Month* or there is no numerically corresponding date in the *Month* in which it ends that period will end at midnight on the last *Working Day* in that later *Month*;
- (F) to an “anniversary”, where in a subsequent year there is no numerically corresponding date to the *Start Date*, is to the latest *Working Day* in the subsequent year which precedes the date on which the anniversary would otherwise occur; and
- (G) We, *Us* and *Our* includes *Our* successors and assignees.

18.3 Terms in italics used in the Columns headed **“TERM”** in the *Client Details* and *Agreement Details* and in the Column headed **“CHARGE”** in the *Charging Details* will have the same meaning in this *Agreement* (save where defined elsewhere in it).

18.4 The meaning of general words introduced by the word "other" are not limited by any word before it or which indicates a particular class of acts, matters or things. The expression "including" means "including without limitation".

18.5 Any right or choice We have in this *Agreement* may be exercised as We choose in *Our* absolute discretion.

18.6 We may do anything *You* should do under this *Agreement* instead of *You* and any monies We incur in doing so will be recoverable by *Us* from *You* under this *Agreement*.

18.7 Where in any place outside England and Wales the meaning of a word or expression used in this *Agreement* is to be decided and such word or expression has no counterpart in that place, it will, unless the context otherwise requires, have the meaning of its closest equivalent in that place.