

Collectiv Food Terms and Conditions for Supply of Products

1. Orders

- 1.1. All orders placed with Collectiv Food for the supply of Products will be on these terms and conditions which will constitute the entire agreement between Collectiv Food and the Customer. These terms shall override any other terms, including any terms of any Customer.
- 1.2. Orders (including recurring or standing orders) are deemed to be accepted by Collectiv Food once Collectiv Food issues confirmation of the order to the Customer by email, notification on the App or otherwise in writing. At this point there will be a binding contract between the Customer and Collectiv Food on these terms and conditions.
- 1.3. Collectiv Food is not the Producer of any Products but is a distributor of the Products. On this basis, the Customer acknowledges that Collectiv Food is:
 - 1.3.1. reliant on the information provided by the Producer when providing information about Products to Customers;
 - 1.3.2. not in a position to provide any warranty as to the quality, safety, merchantability or legality of the Products; and
 - 1.3.3. unable to check, audit, vet, monitor or control the accuracy of any information provided by any Producer about the Products.
- 1.4. On the basis of clause 1.3 above, any descriptions, specification sheets or other information published by Collectiv Food about the Products shall merely be to give an approximate idea of the Products and shall not form part of the contract between Collectiv Food and the Customer.
- 1.5. Collectiv Food shall not be liable for any delay or failure to perform any contract with any Customer due to events beyond its reasonable control, including (without limitation) any event or issue which may arise due to the departure of the United Kingdom from the European Union (Brexit) or any associated event, any act of God, war, terrorist activity, pandemic, local or national emergency, computer failure or breakdown, loss of power, fire, flood, local or national emergency, unusually severe weather conditions, road closure, explosion, sabotage or riot.

2. Short notice changes to orders

- 2.1. Collectiv Food aims to provide customers with provenance of their products and, as such, accurate forecasting and demand planning are critical parts of the operation. This means that short notice changes are to be avoided as much as possible, to ensure correct and timely deliveries, and to minimise wastage. Short notice changes can either be a reduction in order volume or an increase in order volume. Either type of change will be governed by the following terms:
 - 2.1.1. If the customer substantially reduces an order within 48 hours of receipt of that order, Collectiv Food retains the right to freeze excess stock and hold for future demand;

2.1.2. If the customer substantially increases an order within 48 hours of receipt of that order, Collectiv Food retains the right to manage this demand using frozen stock of the same product.

2.2. In the case of all short notice changes, Collectiv Food will endeavour to do what it can to support the customer, including the utilisation of backup suppliers if needed.

3. Price

3.1. The Price is inclusive of delivery of the Products to the Delivery Location.

3.2. The Price shall be exclusive of all taxes, duties or levies. Any taxes, duties or levies shall be invoiced to the Customer with the Price of the Products.

4. Loss or damage

4.1. The risk of loss or damage to the Products shall pass to the Customer on completion of delivery in accordance with clause 6.1.

4.2. Collectiv Food will not be responsible for any loss or damage to the Products caused by any act, default or omission by the Customer or its representative or as a result of any issue with the Delivery Location. This includes loss or damage relating to inappropriate storage of the Products, including any failure to store Products in accordance with Collectiv Food's instructions or, in the absence of any specific instructions, in appropriate conditions (including at an appropriate temperature), or the sale or distribution of any Products after their "best-before" or "use-by" date.

5. Payment

5.1. Unless otherwise agreed in writing, payment by Customers must be made within 30 days of the date of the invoice for the Products.

5.2. Collectiv Food reserves the right to charge interest and a late payment fee of £40 from the date payment becomes overdue.

5.3. Collectiv Food reserves the right to demand immediate payment of all sums due by the Customer and to suspend delivery of all future or outstanding orders.

6. Delivery

6.1. Delivery of the Products shall be made to the delivery location notified to Collectiv Food by the Customer and shall be completed once the Products are unloaded at the Delivery Location and the delivery note has been signed by or on behalf of the Customer. A delivery note will be deemed to be signed on behalf of a Customer if it is signed by someone who represents themselves as being engaged by, or an employee of, the Customer.

- 6.2. Ownership (otherwise known as title) of the Products shall pass to the Customer on completion of delivery in accordance with 6.1.
- 6.3. Collectiv Food shall not be liable for any loss or damage whatsoever arising as a result of a delay or failure to deliver Products as requested by the Customer.
- 6.4. Where there is a delay in delivery of the Products, the Customer shall not be entitled to cancel the order.
- 6.5. Collectiv Food may decline to complete the delivery if it is believed to be unsafe, unlawful or too difficult to do so, or if the premises where the Products are being delivered to are inaccessible.
- 6.6. In the event of the customer requesting an additional delivery of products outside of the agreed scheduling time and planning, Collectiv Food may add a delivery charge to cover exceptional costs of providing the service.

7. Cancellation of orders and returns

- 7.1. Orders may not be cancelled by the Customer without Collectiv Food's prior written consent.
- 7.2. Where a Customer wishes to return any Products, the Customer must notify Collectiv Food of this decision within 24 hours of Delivery and retain the damaged Products for inspection and collection.
- 7.3. Collectiv Food will accept the return of Products from the Customer only.
- 7.4. Returns and claims for credit or replacements will only be accepted with photographic evidence, batch and date life records, and before Customer processing or cooking.

8. Warranties

- 8.1. Collectiv Food warrants that the Products shall be properly packed to enable them to reach their destination in good condition.
- 8.2. The Customer warrants that it will not sell or otherwise distribute Products after any "best before" or "use by" dates displayed on the Products or otherwise notified to the Customer.
- 8.3. The Customer warrants that it shall reimburse Collectiv Food in respect of any losses, damages, costs or expenses incurred by Collectiv Food as a result of any breach by the Customer of this agreement.
- 8.4. The Customer warrants that, once Collectiv Food has supplied Products under these terms and conditions, it shall not enter into any arrangement to buy the Products directly from the Producer for as long as Collectiv Food remains able to supply those Products. If the Customer breaches this warranty it shall be liable to Collectiv Food for any losses suffered as a result of such breach.

9. Intellectual Property

- 9.1. The Customer agrees not to infringe any intellectual property rights, to include reproducing, copying, duplicating, transmitting, publishing, displaying and/or selling any content belonging to either Collectiv Food or any Producers.

10. Compliance with legislation

- 10.1. All parties agree to comply with all laws applicable in the UK and wherever the Products are being ordered or delivered, including the following:

- 10.1.1. the Data Protection Legislation;

- 10.1.2. all tax evasion legislation;

- 10.1.3. all health and safety legislation; and

- 10.1.4. all anti-bribery legislation.

11. General

- 11.1. Any failure or delay by Collectiv Food in enforcing the terms of this contract shall not be construed as a waiver of any of Collectiv Food's rights under the Contract. Any waiver by Collectiv Food of any breach of, or any default under, any provision of the contract by Collectiv Food shall not be deemed to be a waiver of any subsequent breach or default and shall in no way affect the other terms of the Contract.
- 11.2. Collectiv Food but not the Customer may assign its rights and obligations under this contract.
- 11.3. Collectiv Food may unilaterally vary these terms and conditions from time to time.
- 11.4. The Customer may not vary these terms without Collectiv Food's written agreement.
- 11.5. Written communications given in relation to the Contract must be sent by pre-paid first class post to the registered office of the addressee or such other address as may have been notified in writing and shall be deemed to have been received by the addressee two days after the date of posting.
- 11.6. The Contract shall be governed by the laws of England and Wales.
- 11.7. Both parties agree to submit to the exclusive jurisdiction of the English Courts.
- 11.8. If any of these terms is unenforceable as drafted, the enforceability of any other terms will be unaffected and if it would be enforceable as amended, it will be treated as so amended.
- 11.9. No Contract shall create any right enforceable under the Contracts (Rights of Third Parties) Act 1999 by any person not identified as Collectiv Food or the Customer.

12. Definitions

- 12.1. Contract means the contract between Collectiv Food and the Customer for the sale and purchase of Products in accordance with these terms and conditions.
- 12.2. Collectiv Food is the trading name of Caprera Limited, a company registered in England and Wales under company number 09410329 whose registered office is at 45 Notting Hill Gate, London, W11 3LQ.
- 12.3. Customer means any person, firm, company or other legal entity which places an order with, or buys from, Collectiv Food.
- 12.4. Delivery Location means the location specified by the Customer for delivery of the Products.
- 12.5. Price means [the purchase price for the Products notified to the Customer at the time the Customer agrees to purchase the Products].
- 12.6. Producer means any person, firm, company or other legal entity which sells item(s) to Collectiv Food for onward sale and/or distribution to Customers.
- 12.7. Products means any item(s) supplied by Collectiv Food to the Customer.