

TERMS AND CONDITIONS

The website at **chloerobertsinteriors.co.uk** and all associated digital platforms, social media accounts and mobile applications (together, **Website**) and the Website's contents, products, materials and services (together, **Website Services**) are owned, operated and provided by **Chloe Roberts Interiors Ltd CRN 14536194 (Chloe Roberts Interiors, we, us or our)**. The term '**you**' refers to any user or browser of the Website or purchaser of our Website Services.

The terms and conditions set out in this document and any additional disclaimers, policies and legal notices displayed on our Website from time to time (together, **Terms and Conditions**) govern and explain how you may use the Website and the Services.

It is important that you read and understand these Terms and Conditions. By accessing any information on our Website or using the Services, you will be deemed to have accepted and agreed to be bound by these Terms and Conditions, as updated from time to time, whether or not you are a visitor simply browsing the Website or are using the Services (together, **users**).

You acknowledge and agree that the use of the Website and Services is at your own risk and that using the Website and Website Services in any way other than what is expressly stated in these Terms and Conditions will amount to a breach of the Terms and Conditions, and your use of the Website and Services may be terminated in accordance with the provisions below.

If you are under the age of eighteen (18), you must obtain your parent's or guardian's prior consent to use the Website and Services.

These Terms and Conditions do not modify, restrict or exclude any additional rights you may have under applicable laws that cannot be so modified, restricted or excluded. If at any time you do not agree with the Terms and Conditions (or any changes to them), please do not continue to use the Website and Services.

1. WEBSITE PERMITTED USE

Chloe Roberts Interiors prohibits the use of the Website or any of its functionalities, features and content, in any manner other than expressly indicated. You agree to use the Website and Website Services responsibly and to comply with any applicable laws and regulations. You agree you must not interfere with or disrupt the platforms, servers or networks connected to the Website. You agree you may not use the Website or Services for any purpose that is unlawful or to solicit the performance of any illegal activity or other conduct that infringes our rights or the rights of others.

You may not use the Website or Services, or any part of them, for any commercial purpose or for the benefit of any third party, including but not limited to incorporating, modifying, copying, reproducing, republishing, uploading, posting, transmitting, translating, selling, creating derivative works, exploiting or distributing in any manner or medium (including by email or other electronic means) any content or additional information accessed or purchased through our Services, or any other communications provided by us for your personal use, or in a manner not permitted by the Terms and Conditions.

2. SERVICES

Our Services

Our Website aims to offer and provide you with information about Chloe Roberts Interiors' Services from time to time, including our Website services (**Services**). The information, content and material contained in or made available through the Website and Services are provided for general information purposes only. None of the content on this Website represents or warrants that the Services are appropriate or effective for you. To the extent that we provide any explicit or implied

recommendations of any Services, such recommendations are only general and not specific to any situation. The information we provide is not intended to be a substitute for professional financial, legal or building and construction advice, nor do we claim to be an expert in any specific commercial field.

All information provided by us is provided in good faith, though we make no guarantees of any specific results or outcome from the use of the Website or Services. We derive our information from sources that we believe to be accurate and up to date as at the date of publication; however, we do not make any representations or warranties that the information we provide is reliable, current or complete at all times. Your reliance on any of our Services or the information on this Website is solely at your own risk, and we make no guarantees as to the suitability, outcome or results.

Testimonials (visual and written) and any publicity materials displayed on our Website are examples of real experiences and opinions of people's experiences with us, our Website and/or Services, and are for illustration only. All testimonials and publicity materials are displayed with permission and are of actual people and their results. Testimonials are not intended to guarantee current or future users the same or similar results.

We may refer to third-party products, services, experts, and other third-party service providers on the Website. Any such reference is not intended as an endorsement or statement that the information provided by the third party is accurate. We make no warranties as to the suitability or reliability of third-party service providers nor give any guarantees as to the outcome or results of their products or services. It is your responsibility to conduct your own research and make your own determination about any such products, services, experts, and other service providers.

We may participate in affiliate marketing and may allow affiliate links to be included on our Website. This means that we may earn a commission when you click on or make purchases via affiliate links. We will inform you when one of the links on our Website is an affiliate link and will only affiliate with products, services, experts, and other third-party service providers that we believe will provide value to our customers and followers. You recognise that it remains your personal responsibility to investigate whether any affiliate offers are right for you. You will not rely on any recommendation, reference or information provided by us and will conduct your own research and will rely upon your own research in deciding whether to purchase the affiliate product or service.

3. CODE OF CONDUCT

Chloe Roberts Interiors endeavours to abide by the following Code of Conduct to ensure that the provision of our Services is held to a high standard and complies with the relevant laws and regulations as relevant to the Services. The Code of Conduct applies subject to the agreed scope of services to be provided on any project and any specified qualifications or exclusions.

Standard of Performance

We will do all things reasonably required to ensure that the Services are performed with due care, skill and diligence, in a professional and ethical manner, within the scope of our expertise and to each client's reasonable satisfaction.

Supervision and Instruction

The Services may include design management which may include organising, co-ordinating and arranging the order and/or purchase of items such as fixtures, fittings, finishes, lighting and flooring; visiting suppliers to select and/or pick up products or samples with the client or on the client's behalf; site visits, attending meetings with builders, contractors and tradesperson, as point of contact, managing administration (emails, phone calls and travel) to the extent we are permitted by law, in our capacity as a designer.

We are not licensed to oversee, instruct, or project manage qualified trade, building or specialist work. Chloe Roberts Interiors is not responsible for the compliance, safety, supervision, daily direction, control, quality and/or outcome of any building, construction or specialist work of any third-party contractors engaged to provide services.

Compliance

We will do all things reasonably required to ensure that all construction and specialist work carried out in connection with our Services is undertaken by contractors, tradespersons and/or builders who are registered, licensed or certified (as applicable) as required by legislation and in accordance with the *Building Regulations 2010 (UK)*, *Housing Grants, Construction and Regeneration Act 1996 (UK)*, the *Construction (Design and Management) Regulations 2015(UK)* and the mandatory *Building Standards (UK)*, as they relate to the project or services. Chloe Roberts Interiors will also do all things reasonably required to ensure that all products and furniture comply with relevant mandatory product safety standards under the *Consumer Rights Act (UK)*.

Design, Drafting and Approvals

The design materials, including all sketches, illustrations, and drawings, are for proof-of-concept only, intended to set forth design intent, and should not be used for engineering, structural or construction purposes. They do not include designs for any structural, heating, air-conditioning, ventilation, plumbing, electrical or mechanical systems or any other specialist work that may be included in the project. All technical drawings with accurate check measures, dimensions and size designations are subject to verification and specifications provided by architects, engineers, licenced contractors and/or other qualified tradespersons.

To the maximum extent permitted by law, Chloe Roberts Interiors makes no guarantees or warrants that the finished product will be identical to the design materials or in relation to any works or finished construction project. Chloe Roberts Interiors will not be liable for any costs, losses, or damages, howsoever arising under or in connection with the use of the design materials other than the intended purpose.

The client is responsible for obtaining any assessment or approval of issued plans, residential building approvals, waste management plans, survey reports, council reports, planning controls, council approvals, or any planning instruments and/or lodging of application documentation required in connection with any works from licensed certifiers or appropriate experts, unless otherwise agreed.

Workplace Health and Safety

In providing the Services at the project site, Chloe Roberts Interiors will provide and maintain, as far as is reasonably practicable and where applicable, a safe working environment and safe systems of work in accordance with the requirements set out in the *Health and Safety at Work etc Act 1974 (UK)*.

4. BOOKINGS AND ENQUIRIES

By using any current or future messaging service or online booking system on our Website or subscribing to any current or future newsletter or blog on our Website, purchasing our Services, you will be added to our email list. If you do not want to remain on our database, you can follow the instructions on the form to update your subscription or data preferences or unsubscribe from our email communications or email us at any time at chloe@chloerobertsinteriors.co.uk.

You agree that the personal information that you provide to us via the Website, which may include, but is not limited to, your title, name, age, gender, address and telephone number (**Personal Data**), will be true, accurate, current and complete. You acknowledge and agree that Chloe Roberts Interiors (and, if applicable, any relevant third-party facility we utilise) will collect your Personal Data for the purpose of

booking a consultation. You acknowledge that if we cannot collect this and other Personal Data as requested, we will not be able to book your consultation appointment and may not be able to provide you with some or all our Services. For more information, please refer to our Privacy Policy.

Initial consultations will be subject to the applicable Terms and Conditions provided on our Website and/or otherwise advised at the time of booking, including our fees. Whilst Chloe Roberts Interiors makes every effort to avoid clashes and/or cancel consultation appointments, Chloe Roberts Interiors, at its discretion, may cancel or reschedule appointments at any time and for any reason prior to the scheduled time.

We do not offer refunds for change of mind, missed or cancelled consultations. If you cancel a consultation within twenty-four (24) hours of the scheduled appointment time, we reserve the right to retain or charge you all or some of our professional fees for the consultation.

5. PAYMENT AND PRICING

Our Services and, subject to any formal agreement we have with you, may be subject to change without notice. We reserve the right at any time and without notice to modify or discontinue any Services and we shall not be liable to you or any third party for any modification, price change, suspension or discontinuance of any Services. Subject to law, we reserve the right to limit the sales of our Services to any person, region or jurisdiction. All descriptions of our Services and pricing on our Website are subject to change at any time without notice, at our sole discretion.

You must pay the fees as provided in this Website and/or at the rate and in the manner specified in any formal agreement we have with you and any invoice issued.

Transactions are processed in GBP figures. Fees that are paid in a foreign currency will be reconciled as at the date of payment and will be subject to the prevailing exchange rate and transfer fees.

Your participation, correspondence or business dealings with any affiliate, individual or company found on or through our Website, all purchase terms, conditions, representations or warranties associated with payment, refunds and/or delivery related to your purchase, are solely between you and that third party. You agree that we shall not be responsible or liable for any damage, refunds or other losses of any sort that may be incurred as the result of such dealings with a merchant.

Gateways and Merchants: Chloe Roberts Interiors may use payment-processing merchants. You agree to comply with the terms provided by the payment-processing merchant or payment platform. We (or our payment-processing merchant) may securely collect Personal Data obtained during your purchase or transaction for the products. You acknowledge that if we cannot collect this personal information and other personal information as requested, we will not be able to process your purchase and/or provide you with some of our Services. For more information, please refer to our Privacy Policy.

We reserve the right to change the preferred payment gateway from time to time and without notice.

Credit Cards, Chargebacks and Payment Security: We may accept credit card payments via a payment processing merchant. You agree that we will not be held liable for any loss you incur arising from your payment by credit card or use of our payment gateway unless it is caused by our fraud or negligence. To the extent that you provide us with your credit card(s) information for payment, we shall be authorised to charge your credit card(s) for any prior unpaid charges. You shall not make any chargebacks to our account or cancel the credit card that is provided as security, without our prior written consent. You are responsible for any fees associated with recouping payment on chargebacks and any collection fees associated therewith. You shall not change any of the credit card information provided to us without notifying us in advance. Chloe Roberts Interiors reserves the right to reject and/or report credit card payments that are suspected of fraud or any other illegal activity.

6. REVIEWS AND ONLINE COMMUNITY GUIDELINES

The Website and our other digital platforms, mobile applications, and social media accounts (**Communication Services**) may allow you to post information, photos, content, user submissions and/or upload materials, including video and features such as live chat and forums (**User-Generated Content**), whether through external websites or otherwise. It may also allow you to see User-Generated Content submitted by others.

You agree you are responsible for your User-Generated Content, which includes but is not limited to, any data, text, files, information, usernames, images, photos, profiles, audio and video clips, sounds, musical works, works of authorship, applications, links and other materials that you submit, post or display on or via the Website or is in any way connected with the Website.

Reviews: You agree that prior to publishing a review or any comments online regarding the Services or our business, you will consider the potential implications under the *Competition and Consumer Act 2010* (Cth) and the *Defamation Act 2005* (Cth) of making false and/or misleading statements and the potential for a claim for damages and other remedies where a person's reputation has been harmed by the publication of defamatory matter.

You agree you will not publish a review on any public forum your agreement for services has been terminated for breach, or regarding any disputes which may be subject to the terms of dispute resolution or the obligations of confidentiality.

General Community Guidelines: It is essential to ensure that all our members of our community adhere to our community guidelines to maintain a safe and ethical online environment for all. You agree to use the Communication Services only to post, send and receive messages and material that are proper and related to a Communication Service. You agree you may not communicate any content or incite any behaviour that is offensive or directly attacks, intimidates or harasses someone based on religion or faith, race or ethnicity, nationality, sexual orientation, age, gender or gender identity or disability. You must not defame, stalk, bully, abuse, harass or intimidate anyone or restrict another user's use and enjoyment of the community in any way. Chloe Roberts Interiors prohibits negative, dishonest or misleading conduct of any kind that threatens the integrity or security of the community on our platform. You must not create or operate from a user account on social media or any other platform for anyone other than yourself. You must not pretend that you are or that you represent someone else or impersonate any other individual or entity for any purpose.

You acknowledge we have the right, but not the obligation, to monitor and review User-Generated Content, and from time to time, we may, at our sole discretion and without prior notice to you, remove or edit any of your User-Generated Content that we find you may not have the permission to post, is offensive or for any other reason. If it is found, or we have reasonable grounds to believe, that a member of the online community is threatening the safety of the community or has provided information that is not true, accurate, current and complete, we may suspend or terminate their access to the community, refuse future use of the Services and inform the relevant authorities where appropriate. You agree to indemnify us against all liability claims or proceedings whatsoever arising from the publication of your User-Generated Content. You acknowledge and agree that we do not authorise, condone or endorse any User-Generated Content, and are not responsible for the accuracy, legality or decency of such content. You are responsible for verifying the veracity of any claims or statements made in any User-Generated Content.

7. THIRD-PARTY LINKS

The Website may contain links to third-party websites or resources. You acknowledge and agree that we are not responsible for the information, services or resources of any third parties, nor do they

imply any endorsement by, or affiliation with us. We do not guarantee, represent or warrant that the content of any third party is accurate, legal or inoffensive, or that they will not contain viruses or otherwise impact your hardware or software. Unless otherwise stated, these Terms and Conditions only cover the use of this Website and our Services. Any other link will be covered by the terms and conditions of that website or resource, of which we are not responsible either directly or indirectly. You acknowledge it is your sole responsibility to assume all risk arising from your use of any such websites, services or resources.

8. MAINTENANCE

Chloe Roberts Interiors is responsible for the support and maintenance of its Website only. We may, at any time and without notice, modify, suspend or terminate the operation of, or access to the Website, or any part of it, for any reason, as necessary to perform maintenance, error correction or other changes. You acknowledge that we may make changes to the Website or Services provided through the Website. Access to the Website may depend on telecommunications, Internet service providers and other external factors, and therefore we do not guarantee the availability of the Website at all times or at any specific times.

9. PRIVACY AND SECURITY OF INFORMATION

Our Website and Services are subject to our Privacy Policy, which forms part of these Terms and Conditions. Please ensure you read, understand and agree to our Privacy Policy as updated from time to time.

While we will take precautions to ensure the Website is secure, no data transmission over the Internet can be guaranteed as totally secure. We do not warrant and cannot ensure the security of any information transmitted to, from or by us using the Website or Services, and any information that you transmit to us is transmitted at your own risk. Nevertheless, once we receive your transmission, we will take all necessary and reasonable steps to preserve the security of such information. For information on data breaches and data security, please review our Privacy Policy.

10. INTELLECTUAL PROPERTY AND COPYRIGHT NOTICE

You acknowledge and agree that the Website and the Services contain information, content and material that is owned by us, and is protected by all intellectual property and copyright laws recognised throughout the world, including the *Copyright, Designs and Patents Act 1988* (UK), *Council Directive 116/EC Copyright Term Directive [2006] OJ L372/12* (EU) and the *Digital Millennium Copyright Act 1998* (USA), whether existing under statute, at common law or in equity, now or hereafter in force.

You are prohibited from copying, distributing, sharing and/or transferring information, content and material from the Website or Services (and/or any associated usernames/passwords, if applicable) you purchased to any third party or person. In some cases, we may encrypt and/or stamp licence details (including customer name, address, etc.) to ensure additional safety.

Chloe Roberts Interiors respects the intellectual property rights of others and warrants that all information and materials provided via the Website and Website Services is the original content of Chloe Roberts Interiors or is otherwise provided with the relevant owner's or owners' consent and does not violate the intellectual property rights of any third parties. All references made to third parties or third-party intellectual property is by means of reference only, and we make no claims or association to them or it.

These Terms and Conditions do not transfer any of our intellectual property rights to you or any third parties. You are granted no rights with respect to or license of our trademarks, service marks and logos, used in connection with the Services and Website. All intellectual property displayed on the Website has been provided, where applicable, with consent. All names, logos and trademarks on the Website are the property of their respective owners. Nothing on the Website should be interpreted as

granting any rights for the commercial use or distribution of any names, logos or trademarks, without the express written agreement of the relevant owners.

We may, from time to time, monitor your use of the Website or Services to determine if you are in breach of these Terms and Conditions. If you infringe our intellectual property rights or the rights of any third party, we have the right to suspend access to or terminate your use of the Website or Services, and to report you to the relevant authorities or take any actions as appropriate or necessary.

11. TERMINATION OF WEBSITE USE

We, at our sole and absolute discretion, may suspend or terminate your access and/or future access to the Website or Services, effective immediately, with no liability to you or any third party for the following reasons:

- (a) where you are in breach of any of the Terms and Conditions or any related policies;
- (b) where at any time you have committed any act of wilful or serious misconduct;
- (c) if you fail to pay any fees, payments or expenses properly payable to us for our Services by the stipulated due date;
- (d) where you have created a risk or possible exposure for us;
- (e) where there are unexpected technical issues or problems;
- (f) at the request of law enforcement or any government authority; or
- (g) upon a request by you.

If you have entered into a formal agreement for our Services with us, please refer to the agreement in relation to our rights of termination of the Services and consequences of termination.

12. DISPUTES

In the event a dispute arises from, or in connection with, these Terms and Conditions, the party who claims that there is a dispute will give written notice to the other party, including details of the dispute and a proposed resolution. Within seven (7) days of receiving the notice, the parties will meet to resolve the dispute or if they are unable to do so they will agree upon another method to resolve the dispute in good faith. All aspects of such meetings, except the fact that the meeting was held, will be confidential and privileged. If the parties do not resolve the dispute or where the dispute remains unresolved following the meeting and the parties do not agree upon an alternative method to resolve the dispute, within twenty-one (21) days after receipt of the notice, the dispute may be referred by either party to litigation by notice in writing to the other party.

13. WARRANTIES AND LIABILITY

CERTAIN LEGISLATION, INCLUDING THE CONSUMER RIGHTS ACT 2015 (UK), MAY LIMIT THE ABILITY TO EXCLUDE LIABILITY OR MAY IMPLY WARRANTIES OR CONDITIONS OR IMPOSE OBLIGATIONS WHICH CANNOT BE EXCLUDED, RESTRICTED OR MODIFIED EXCEPT TO A LIMITED EXTENT. THESE TERMS AND CONDITIONS MUST IN ALL CASES BE READ SUBJECT TO THESE STATUTORY PROVISIONS.

IF WE ARE LIABLE TO YOU UNDER THE CONSUMER RIGHTS ACT 2015 (UK) OR SIMILAR LEGISLATION, TO THE EXTENT TO WHICH WE ARE ENTITLED TO DO SO, WE LIMIT OUR LIABILITY IN RESPECT OF ANY CLAIM UNDER THOSE PROVISIONS TO, IN THE CASE OF GOODS, AT OUR OPTION, THE REPLACEMENT OF THE GOODS OR THE SUPPLY OF EQUIVALENT GOODS, THE REPAIR OF THE GOODS, THE PAYMENT OF THE COST OF REPLACING THE GOODS OR OF ACQUIRING EQUIVALENT GOODS, OR THE PAYMENT OF THE COST OF HAVING THE GOODS REPAIRED, AND, IN THE CASE OF SERVICES, AT OUR OPTION, THE SUPPLYING OF THE SERVICES AGAIN OR THE PAYMENT OF THE COST OF HAVING THE SERVICES SUPPLIED AGAIN.

WE DO NOT GUARANTEE, REPRESENT OR WARRANT THAT YOUR USE OF THE WEBSITE OR SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. YOU AGREE THAT FROM TIME TO TIME WE MAY REMOVE THE WEBSITE AND/OR MAKE THE SERVICES UNAVAILABLE FOR INDEFINITE PERIODS, SUSPEND OR CANCEL THE WEBSITE SERVICES AT ANY TIME OR OTHERWISE LIMIT OR DISABLE YOUR ACCESS TO THE WEBSITE AND SERVICES WITHOUT NOTICE TO YOU, WHERE REASONABLY NECESSARY TO PROTECT OUR LEGITIMATE INTERESTS. WE MAKE OR GIVE NO REPRESENTATION OR WARRANTY AS TO THE ACCURACY, COMPLETENESS, CURRENCY, CORRECTNESS, RELIABILITY, INTEGRITY, QUALITY, FITNESS FOR PURPOSE OR ORIGINALITY OF ANY CONTENT OR MATERIALS OF THIS WEBSITE, WHICH ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE BASIS" AND, TO THE FULLEST EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, CONDITIONS OR OTHER TERMS OF ANY KIND ARE HEREBY EXCLUDED AND WE ACCEPT NO LIABILITY FOR ANY LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF YOUR USE OF THE WEBSITE OR RELYING ON ANY OF ITS CONTENT.

IN COMPLIANCE WITH THE DATA PROTECTION ACT 2018 (UK) AND REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 27 APRIL 2016 ON THE PROTECTION OF NATURAL PERSONS WITH REGARD TO THE PROCESSING OF PERSONAL DATA AND ON THE FREE MOVEMENT OF SUCH DATA, AND REPEALING DIRECTIVE 95/46/EC (GENERAL DATA PROTECTION REGULATION), WE SHALL USE REASONABLE EFFORTS TO PROTECT INFORMATION SUBMITTED BY YOU IN CONNECTION WITH THE WEBSITE AND SERVICES, BUT YOU AGREE THAT YOUR SUBMISSION OF SUCH INFORMATION IS AT YOUR SOLE RISK, AND YOU HEREBY RELEASE US FROM ANY AND ALL LIABILITY TO YOU FOR ANY LOSS OR LIABILITY RELATING TO SUCH INFORMATION IN ANY WAY.

WE DO NOT REPRESENT OR GUARANTEE THAT THE WEBSITE WILL BE FREE FROM LOSS, CORRUPTION, ATTACK, VIRUSES, INTERFERENCE, HACKING OR OTHER SECURITY INTRUSION, AND YOU HEREBY RELEASE US FROM ANY LIABILITY RELATING THERETO. YOU SHALL BE RESPONSIBLE FOR BACKING UP YOUR SYSTEM, INCLUDING ANY CONTENT ACQUIRED OR RENTED THROUGH THE WEBSITE. WE ARE NOT RESPONSIBLE FOR DATA CHARGES YOU MAY INCUR FOR DOWNLOADING OR STREAMING OVER A DATA CONNECTION.

14. WAIVERS AND INDEMNITY

BY USING THE WEBSITE AND SERVICES, YOU AGREE, TO THE EXTENT PERMITTED BY LAW, TO INDEMNIFY AND HOLD US, OUR DIRECTORS, OFFICERS, EMPLOYEES, AFFILIATES, AGENTS, CONTRACTORS AND LICENSORS HARMLESS AGAINST ANY CLAIMS ARISING OUT OF YOUR BREACH OF THESE TERMS AND CONDITIONS, YOUR MISUSE OF THE WEBSITE OR SERVICES OR ANY ACTION TAKEN BY US AS PART OF OUR INVESTIGATION OF A SUSPECTED VIOLATION OF THESE TERMS AND CONDITIONS OR AS A RESULT OF OUR FINDING OR DECISION THAT A VIOLATION OF THESE TERMS AND CONDITIONS HAS OCCURRED. TO THE EXTENT PERMITTED BY LAW, YOU AGREE THAT YOU SHALL NOT SUE OR RECOVER ANY DAMAGES FROM US, OUR DIRECTORS, OFFICERS, EMPLOYEES, AFFILIATES, AGENTS, CONTRACTORS AS A RESULT OF OUR DECISION TO REMOVE OR REFUSE TO PROCESS ANY INFORMATION OR CONTENT, TO WARN YOU, TO SUSPEND, LIMIT OR TERMINATE YOUR ACCESS TO THE WEBSITE OR SERVICES OR TO TAKE ANY OTHER ACTION DURING THE INVESTIGATION OF A SUSPECTED VIOLATION OR AS A RESULT OF OUR REASONABLE CONCLUSION THAT A VIOLATION OF THESE TERMS AND CONDITIONS HAS OCCURRED. THIS WAIVER AND INDEMNITY PROVISION APPLIES TO ALL VIOLATIONS DESCRIBED IN OR CONTEMPLATED BY THESE TERMS AND CONDITIONS.

15. GOVERNING JURISDICTION

The laws of England and Wales govern these Terms and Conditions and any access to or use of our Website or Services. You irrevocably agree to submit to the non-exclusive jurisdiction of the courts of the England and Wales and the courts of appeal from those courts to resolve any dispute or claim between the parties arising from or in relation to these Terms and Conditions.

16. OTHER APPLICABLE LAWS

Chloe Roberts Interiors agrees they will not, engage in any activity, practice, or conduct that would constitute a breach of or an offence under any applicable anti-bribery and corruption laws and regulations, including the *Bribery Act 2010 (UK)*, applicable to the jurisdiction of this Agreement.

Chloe Roberts Interiors agrees they will comply with the *Modern Slavery Act 2015 (UK)* and that neither it nor any of its officers, employees, agents, or subcontractors has committed an offence under these regulations (a "MSA Offence") or is aware of any circumstances within its supply chain that could give rise to an investigation relating to an alleged MSA Offence or prosecution.

17. GENERAL

These Terms and Conditions constitute the entire agreement concerning your use of this Website and the Services and supersede all previous agreements or understandings, whether written or oral, in relation to your use of this Website and the Services.

We reserve the right to amend the Terms and Conditions at any time and to add new or additional terms and conditions on your access to and use of the Website and Services.

Please check these Terms and Conditions regularly before using our Website and Services to ensure you are aware of any changes. We will endeavour to highlight any significant or substantive changes to you where possible.

If any part of these Terms and Conditions is held invalid or unenforceable, that part may be severed and the remaining portions of these Terms and Conditions will remain in full force and effect.

If we do not exercise or delay in exercising any rights to enforce performance of any of your obligations under the Terms and Conditions, it is not a waiver of our right:

- (a) to insist on performance of, or claim damages for breach of, that obligation unless we acknowledge in writing that we have waived our rights; and
- (b) at any other time to require performance of that or any other obligation under the Terms and Conditions.

These Terms and Conditions will be binding upon and will inure to the benefit of the parties, their successors and permitted assigns.

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