CONTROLLER SPARES

Price List

1st June 2026

Complete Pool Controls

www.cpc-chemicals.co.uk 01242 662 700

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***COMPLETE POOL CONTROLS LTD RESERVES THE RIGHT TO CHANGE PRICES WITHOUT PRIOR NOTICE.**

Providing customers with a world class service, comprehensive product portfolio and competitive pricing is our goal. Any pricing adjustments will be kept to a minimum throughout the year and you have the teams assurance these will be in line with market fluctuations (positive and negative).

Service Charges

Dosing/Testing equipment orders subject to carriage charges

Postal Orders (up to 2kg)	£11.00
Special Post Orders (up to 2kg. Over 2kg P.O.A.)	£20.00
Small Items up to 10kg	£26.00
Large items & palleted goods	£60.00

Terms and Conditions

All sales are subject to our standard terms and conditions.

VAT: All prices are subject to the addition of Value added Tax

Prices: Prices are subject to alteration without notice. Prices apply from the 1st February 2024

Min Order: £75.00 - additional carriage charges apply

Returned Goods

All returns, for whatever reason, must be authorised and accompanied by a Returns Note number issued by Complete Pool Controls Ltd, together with contact details. Any refunds due will be completed within 30 days of receipt of goods back to Complete Pool Controls Ltd.

Picking/Order input errors

Please check the delivery contents; if there is anything missing or incorrect, you must inform us within 3 working days of receipt of goods. We aim to ensure the problem is resolved to your satisfaction on the same day.

Defective Items

If the goods you ordered turned out to be defective or arrive in a damaged condition, you must inform us within 7 days of receipt of goods. Where we can confirm that an item is defective, we aim to have a replacement dispatched within 2 days. The defective items should be returned to Complete Pool Controls Ltd at our expense. If the goods returned are found to be in good working order please see cancellation charges below.

Cancellation/Goods ordered in error

We do not accept the return of non-standard or special items. On all standard items being returned up to 20 working days from the delivery date, a 20% handling charge + original shipping costs will be deducted from the refund. Goods must be returned at your expense. Returns will not be accepted after 20 working days from the delivery date.

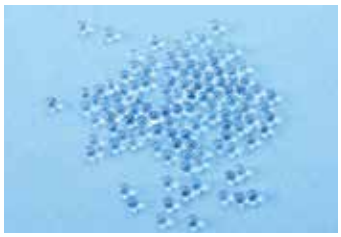
Please remember that it is your responsibility to take care of the goods while they are in your possession. Credit will only be issued after returned goods are received, inspected and found to be in a 100% saleable condition.

Please be aware that this policy is for your protection only. If you experience any problems at all, then please contact us as soon as possible. Your custom is valued and we are here to help.

Controller Spares

Order Code	Product Description	SSP £	Discount
GRANSPORPP	Redox probe	£165.00	SP10
SPCONPM5RXSENS	Bayrol Redox Sensor	£210.00	SP10
GRANSPPHP	pH probe	£160.00	SP10
SPCONPM5PHSENS	Bayrol pH Sensor	£190.00	SP10

SPCONCUDISC	Copper electrode for Jesco cell	£142.00	SP10



SPCONBALLS	Glass beads	£35.00	SP10
SPCONBALLSBLUE	Bayrol Pyrex beads	£16.00	SP10

SPCONPTDISC	Platinum electrode for Jesco cell	£785.00	SP10

SPCONECELL4	Chlorine cell assembly	£1186.00	SP10

SPCONEMECCELL	Pool Supervision chlorine cell body only	£360.00	SP10

Controller Spares

Order Code	Product Description	SSP £	Discount
SPCONJCELLBODY	Chlorine cell body (Jesco)	£383.00	SP10

Poolwise/Analyt

SPCONJCELL120	Analyt chlorine cell	£1312.00	SP10

Sample Line & Misc Fittings

SPCON14IN108ELBO	Elbow sample line fitting ¼ BSP x 8/10 tube	£11.00	SP10

SPCON14INI08STR	Straight sample line fitting ¼ BSPx 8/10 tube	£10.00	SP10

SPCONVALVE14INRD	Control valve	£39.00	SP10

SPCONSAMPLEVALVE	Flowcell sampling valve	£26.00	SP10

SPCON10STRCON	Straight connector	£13.00	SP10

GRANSPMT10-8	Sample tube 10 x 8 mm - 1 metre	**Min order 10 or 30 m**	£1.95	SP10

Controller Spares

Buffer Solutions

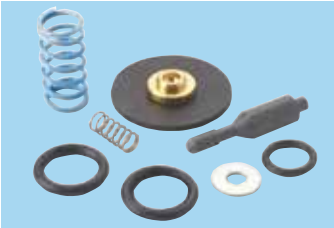
Order Code	Product Description	SSP £	Discount
TE427MVSOLUN	Redox 468mV solution - 60ml	£12.00	TE10
TEPHSOLUN9	pH 9 buffer solution - 60ml	£9.00	TE10
TECLNSOLUN	Cleaning solution - 60ml	£9.00	TE10
TEPHSOLUN7	pH 7 buffer Solution - 60ml	£9.00	TE10
TEPHSOLUN4	pH 4 buffer solution - 60ml	£12.00	TE10
TEPHSOLUN10	pH 10 buffer solution - 60ml	£12.00	TE10

Sample Line Filters

SPCONSTRAIN	Strainer assembly	£136.00	SP10
SPCONORINGSTR	O ring	£6.00	SP10
SPCONORINGSTRINS	Insert strainer O ring	£2.75	SP10
SPCONSTRAININS	Stainless steel strainer element/filter	£36.00	SP10
SPCONSTRAININSAS	Stainless steel strainer assembly	£75.00	SP10

CPR Touch Spares, Descon, Dinotec & Other Spares

WDT CPR Touch



Dinotec

Descon

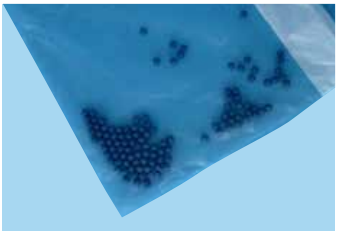
Pump Spares / Suction Lances

Order Code	Product Description	SSP £	Discount
GRANSPTOPCLP	Chlorine probe - 17957	£783.00	SP10
GRANSPTOPDIAKIT	Diaphragm set for Granudos Touch - 18805	£131.00	SP10
GRANSPTOPFILTER	Filter for measuring cell - 24871	£185.00	SP10
GRANSPTOPFLOWREG	Flow regulator - 24716	£47.51	SP10
GRANSPTOPFLOWSW	Flowswitch - 10490	£36.00	SP10
GRANSPTOPPHP	pH probe - 10933	£175.00	SP10
GRANSPTOPTEMPSEN	Temperature sensor - 24681	£49.85	SP10
GRANSPTOPRXPBLUE	Redox probe reference 18432	£179.00	SP10
GRANSPTOPSCREEN	Screen inset - 13789	£9.62	SP10
SPCONBALLSBLUE	Blue cleaning beads	£16.00	SP10
SPCONDINOCL	Dinotec chlorine sensor (no lead)	£226.00	SP10
SPCONDINOPH	Dinotec pH sensor (no lead)	£155.00	SP10
SPCONDINORX	Redox probe	£147.49	SP10
SPCONDINOFILTER	Inline strainer	£206.00	SP10
SPCONDINOSCREEN	Insert screen for strainer	£25.00	SP10
SPCONDINOTURBINE	Flow turbine	£231.00	SP10
SPCONDINOCOUNTER	Counter electrode	£218.00	SP10
SPCON1486STR	Blue straight fitting 6mm x 8mm	£6.50	SP10
SPCON8614INELB	Blue elbow fitting 6mm x 8mm	£7.50	SP10
SPCONDINOSAMVAL	Sampling valve	£42.00	SP10
GRANSPUNOTUBE3.2	Dosing Pump Tube Set - 3.2x1.6	£71.63	SP10
GRANSPROLLBLUE	Easy Dos Pump Roller Assembly	£77.89	SP10
SPDESPHP	Descon pH Probe – No Lead 15010D	£120.00	SP10
SPDESORP	Descon REDOX/ORP Sensor – No Lead 15012	£149.00	SP10
SPDESTEMP	Descon Temperature Sensor PT 100	£186.00	SP10
SPDESCABLE	Descon Sensor Cable pH / REDOX	£99.00	SP10
SPDESTEMPCAB	Descon Cable Flow Sensor/Temp Probe	£68.00	SP10
SPCONDINOINJ14	Descon Injector 1/4” BSP	£44.00	SP10
SPCONMYPOOLCL	Mypool Chlorine Sensor - 15013	£267.00	SP10
SPDESCLP	Chlorine Sensor - 15015D	£579.00	SP10
DOSLANCEEASYLID	Flexible suction pickup c/w screwlid	£58.00	SP10
SPCONDINOINJ14	Injector for 6mm 4mm tube 1/4"BSP thread	£44.00	SP10
SPFITT1214RED	Reducing bush 1/4" to 1/2" BSP	£22.00	SP10
SPDINOESYTUBE32	Pump tube 3.2mm	£74.90	SP10

Prominent Controller Spares

	Order Code	Product Description	SSP £	Discount
	SPPROMCLP	Prominent chlorine probe	£1708.00	SP10
	SPPROMCLPKIT	Prominent chlorine probe spares kit	£210.00	SP10
	SPPROMELECTROLYT	Prominent electrolyte for chlorine probe	£62.00	SP10
	SPPROMPHSENS	Prominent pH probe	£289.00	SP10
	SPPROMMEMCAP	Prominent membrane cap	£136.00	SP10
	SPPROMSMPVALVE	Prominent sample valve	£329.00	SP10

Blue Horizons 400 Controller Spares



Order Code	Product Description	SSP £	Discount
SPCONBH400PHP	Blue Horizons 400 pH probe	£213.50	SP10
SPCONBH400CUOT	Blue Horizons 400 copper/platinum electrode	£711.00	SP10
SPCONBH400BALLS	Blue Horizons 400 pyrex balls	£32.00	SP10
SPCONBH400STRINS	Blue Horizons 400 strainer insert	£16.00	SP10
SPCONBH400SEAL	Blue Horizons 400 strainer seal 68mm	£5.50	SP10

Terms and Conditions of Sale and Service - Business to Business

1 INTERPRETATION:

1.1 In these Conditions, the following words and phrases shall have the following meanings:

"Contract"	means the Contract (subject to these Conditions) for the sale and purchase of Goods and/or Services;
"Customer"	means the person or company specified in the Quotation;
"Delivery"	has that meaning attributed to it by Clause 7.1 below;
"Delivery Location"	means the locations specified in the Quotation;
CPC'	means Complete Pool Controls Limited (Company Number 05956913) whose registered office is at Kingscott Dix, 7 Rockfield Business Park Old Station Drive, Leckhampton, Cheltenham, England, GL53 0AN;
"Equipment"	means the equipment specified in the Quotation;
"Goods"	means the Equipment and or any Parts;
"Parts"	means the parts specified in the Quotation;
"Price"	means the Price specified in the Quotation, payable by the Customer in consideration for purchasing the Goods and/or Services pursuant to a Contract;
"Quotation"	means the quotation on the first page of this document comprising details of the Customer; Delivery, Delivery Location, Goods, Services and Price;
"Services"	means the consultancy, design and installation services specified in the Quotation.

1.2 The headings in these Conditions are for convenience only and shall not affect their interpretation.

2 APPLICATION OF CONDITIONS

2.1 Unless otherwise expressly agreed in writing by a director of CPC, any Contract shall be subject to these binding Conditions. These Conditions shall apply to the exclusion of all other terms and conditions offered on behalf of the Customer, which for the avoidance of doubt shall not be binding.

2.2 The Customer shall not for any purpose be entitled to rely upon any verbal representations made to it by CPC or any of its servants or agents.

3 ACCEPTANCE / CANCELLATION

3.1 No Quotation submitted by CPC shall remain open for acceptance by the Customer beyond a period of thirty (30) days from the despatch or other communication thereof to the Customer.

3.2 No Quotation submitted by CPC shall be deemed to have been accepted by the Customer unless and until CPC submits an order acknowledgement in writing confirming the Order, at which point, the Quotation shall become a binding Contract.

3.3. The Customer shall have no contractual right to cancel a Contract or (save as provided in Clause 5 below) to return Goods delivered under it. If, nevertheless, CPC accepts such a cancellation it will (without prejudice to its other rights and remedies, including full compensation for any liability to its own suppliers, charge a sum equal to thirty percent (30%) of the Price of the Goods in question as a cancellation charge to cover handling and other expenses. If CPC agrees to accept the return of the Goods such acceptance is conditional on the Goods being found on return to be in perfect (and resalable) condition. If CPC does not accept such cancellation, the Customer shall indemnify CPC against all loss (including loss of profit), costs (including the cost of labour and materials used), damages, charges and expenses incurred by CPC as a result of the unauthorised cancellation.

4 PRICE

4.1 Subject to Clause 4.2 below, the Price payable for the Goods and/or Services, is the Price specified in the Quotation. Value Added Tax shall be payable in addition to any specified Price.

4.2 Where, between the date of the Quotation and the date of delivery, the material cost to CPC for any of the Goods (or component parts used in their manufacture) sold under a Contract is increased, CPC shall be entitled to increase the Price by no more than the amount of such increase. If the resulting increase is greater than ten per cent (10%) of the total Price, CPC shall give the Customer notice of the increase in writing and the Customer shall be entitled by counter-notice given within seven (7) days of such notice to cancel the Contract, without further liability.

5 CREDIT TERMS

5.1 The Customer may make an application to CPC for credit facilities in the form of a 'Credit Account'.

5.2 When assessing whether or not to grant a Credit Account to the Customer, CPC shall request from the Customer certain information, which may include (without limitation); a company name, registered office address and registration number; business proprietors or directors' name and address; or an individuals name and address ("Personal Data").

5.3 Once granted, any extension of credit to the Customer in the form of a Credit Account may be changed or withdrawn at any time by CPC. The level of the Credit Account shall be determined at the entire discretion of CPC.

5.4 Any Personal Data may be disclosed by CPC to any credit checking agency or business for the purpose of making a decision as to whether or not to extend credit facilities to the Customer. It is in CPC's legitimate interests to process the Personal Data in this way. For more information about how CPC processes your Personal Data, please review the Privacy Notice at https://www.cpc-chemicals.co.uk/privacy-policy-i-3.

5.5 CPC may utilise the Personal Data to contact the Customer by e-mail, telephone or in writing for the purpose of communicating details of its Goods and Services. If the Customer wishes to "opt-out" of receiving such communications it must do so by e-mail to sales@cpc-chemicals.co.uk.

6 PAYMENT TERMS

6.1 If the Customer does not already have a Credit Account with CPC, payment of the Price by the Customer, shall be as follows:

6.1.1 if the Price of the Goods and/or Services is less than one thousand pounds (£1000.00), or the Goods are in-stock or have already been manufactured, in full prior to delivery; or

6.1.2 if the Goods are to be supplied to specification, or especially ordered and the value of Goods ordered exceeds one thousand (£1000.00):

6.1.2.1 30% of the Price shall be paid on entry into the Contract (by way of deposit); and

6.1.2.2 50% of the Price shall be paid upon commencement of the installation process; and

6.1.2.3 20% of the Price shall be paid prior to 'live' commissioning or where applicable, delivery of the Goods.

6.2 If any Price, exceeds the level of credit available to the Customer ("the Difference"), then the Customer acknowledges that the Difference shall be paid subject to the provisions of Clause 6.1 above.

6.3 If the Customer does have a Credit Account with CPC, the Customer will be invoiced on delivery. PAYMENT IS STRICTLY THIRTY (30) DAYS FROM THE DATE OF INVOICE.

6.4 Time for payment of any invoice shall be of the essence. CPC reserves the right to suspend delivery (or future deliveries) where payment has not been received (or becomes overdue).

6.5 No payment shall be deemed to have been received until CPC has received cleared funds in full.

6.6 Where the Customer fails to make payment in accordance with the terms of this Clause 6, CPC reserves the right to recover from the Customer:

6.6.1 statutory interest at 8% above the Bank of England base rate at the date the debt becomes overdue, pursuant to the Late Payment of Commercial Debts (Interest) Act 1998; and 6.6.2 all legal, court expenses and all other costs of recovering the debt (or the Products themselves) incurred by CPC.

6.7 The Customer shall not be entitled by reason of any set-off, counterclaim, abatement or deduction to withhold payment of any amount due to Complete Pool Controls Ltd.

6.8 Please note that payments by business credit card will incur a transaction charge of 2% of the order value.

7 PERFORMANCE & DELIVERY

7.1 Delivery shall take place when the Goods are delivered to the Delivery Location as specified in the Quotation.

7.2 Time of Delivery shall not be of the essence. Unless otherwise expressly agreed in writing any delivery date specified, quoted or agreed, shall be an 'Estimate Only' and shall not be binding on CPC. CPC shall not be liable to the Customer in any way, for its failure to deliver the Goods on a particular date or dates.

7.3 The Customer shall accept Delivery of the Goods if they are tendered later than any estimated Delivery date. If the Customer refuses or fails to take any necessary action on its part for accepting delivery, CPC shall be entitled to terminate the Contract with immediate effect, to dispose of the Goods as it sees fit and recover from the Customer any losses (including loss of profit) and additional costs incurred as a result of such refusal or failure.

7.4 The Customer shall inspect the Goods on Delivery and sign an acceptance or Delivery note endorsing thereon a full note of any shortage or damage. Such note shall be conclusive evidence that the Goods are of the correct quantity and free from reasonably apparent defects and damage except as set out in such endorsement. If such note is not signed it will be deemed to have been signed without endorsement.

7.6. If CPC fails to deliver the Goods, its liability shall be limited to the costs and expenses incurred by the Customer in obtaining replacement goods of similar description and quality in the cheapest market available, less the price of the Goods. The Supplier shall have no liability for any failure to deliver the Goods to the extent that such failure is caused by a Force Majeure Event (as defined in clause 14.3) or the Customer's failure to provide the Supplier with adequate delivery instructions for the Goods or any relevant instruction related to the supply of the Goods.

8 TITLE, PROPERTY & RISK

8.1 Risk in the Goods shall pass to the Customer on Delivery.

8.2 Notwithstanding Delivery and passing of risk, the Goods shall remain the property of CPC until the Customer pays to CPC the agreed Price for the Goods (together with any accrued interest) and all other amounts owed by the Customer to CPC in respect of any Contract.

8.3 Until title in the Goods has passed, the Customer shall be deemed only to be in possession of the Goods in a fiduciary capacity and shall:

8.3.1 not part with possession of the Goods;

8.3.2 take proper care of the Goods and take all reasonable steps to prevent any damage to or deterioration of it;

8.3.3 keep the Goods free from any charge, lien or other encumbrance and store the Goods in such a way as to show clearly that it belongs to CPC;

8.3.4 keep the Goods insured against all risks for their full price on CPC's behalf from the date of delivery;

8.3.5 give CPC such information relating to the Goods and/or the financial position of the Customer as CPC may request from time to time require.

8.4 CPC reserves the right to repossess and resell any of the Goods to which it has retained title.

8.5 The Customer grants an irrevocable right and licence to CPC and its employees and agents to enter the Customer's premises with or without vehicles during normal business hours for the purpose of inspecting and/or repossessing Goods to which it has retained title. This right and licence shall continue to subsist notwithstanding the termination for any reason of any Contract and is without prejudice to any accrued rights CPC may have.

8.6 Whilst the Customer is in possession of the Goods with CPC's consent (but not otherwise) the Customer may in the ordinary course of its business incorporate the Goods into any equipment, installation or premises, provided that the Customer shall pay the proceeds of such sales to CPC forthwith upon receipt.

8.7 The Customer acknowledges that as a consequence of its fiduciary relationship with CPC it is under a common law duty to CPC to hold the proceeds of any such sale on trust for CPC and not to mingle such proceeds with any other monies or pay them into an overdrawn bank account.

9 SPECIFICATIONS & SUITABILITY

9.1 The assessment of the suitability, quality and fitness for a particular purpose of the Goods, shall be the Customer's responsibility irrespective of any samples, specifications, formulations, data, literature and statements as to the content, suitability, performance or otherwise given by CPC.

9.2 Goods are supplied on condition that the Customer undertakes at all times to take and comply with (and draw to any third parties' attention and require them to take and comply with) all instructions and recommendations issued with or contained on or relating to the Goods or relevant data sheets, and all reasonable and prudent precautions as to their installation, use, maintenance, cleaning and otherwise.

9.3 All sizes, colours, finishes, brochures and promotional or other literature are as accurate as possible within normal manufacturing tolerances and, in keeping with CPC's policy of continual development. CPC reserves the right to alter such specifications and to supply Goods to the Customer reflecting such altered specifications without prior notice to the Customer provided that such alterations do not materially affect the characteristics of the Goods. Slight deviations within accepted tolerances shall not entitle a Customer to cancel any Contract, return the Goods or claim compensation.

9.4 Any typographic, clerical or other error, omission or mistake in sales literature, Quotation or price list, acceptance of offer, invoice, document or information issued by CPC shall be subject to correction without any liability on the part of CPC.

10 CUSTOMER'S OBLIGATIONS

10.1 The Customer shall:

10.1.1 ensure that the terms of the Order and any information it provides in the specification of the Goods and Services are complete and accurate;

10.1.2 co-operate with CPC in all matters relating to the Services;

10.1.3 provide CPC, its employees, agents, consultants and subcontractors, with access to the Customer's premises, office accommodation and other facilities as reasonably required by CPC to provide the Services;

10.1.4 provide CPC with such information and materials as CPC may reasonably require in order to supply the Services, and ensure that such information is complete and accurate in all material respects;

10.1.5 prepare the Customer's premises for the supply of the Services;

10.1.6 keep all materials, equipment, documents and other property of CPC ("CPC Materials") at the Customer's premises in safe custody at its own risk, maintain CPC Materials in good condition until returned to CPC, and not dispose of or use CPC Materials other than in accordance with CPC's written instructions or authorisation.

10.2 If CPC's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation ("Customer Default"):

10.2.1 without limiting or affecting any other right or remedy available to it, CPC shall have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations in each case to the extent the Customer Default prevents or delays CPC's performance of any of its obligations;

10.2.2 CPC shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from CPC's failure or delay to perform any of its obligations as set out in this clause 10.2; and

10.2.3 the Customer shall reimburse CPC on written demand for any costs or losses sustained or incurred by CPC arising directly or indirectly from the Customer Default.

11 INSTALLATION & SITE WORK

11.1 The Customer shall be responsible for complying with all statutory requirements and third party rights in connection with the sitting, installation, erection and use of the Goods.

12 WARRANTY & DEFECTIVE GOODS

12.1 Save as set out in clause 15, all conditions, warranties or other terms whether, express or implied, statutory or otherwise (including those implied by the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982), including terms relating to quality or fitness for purpose, are expressly excluded to the fullest extent permissible by law.

12.2 CPC warrants that the Services shall be undertaken with reasonable skill and care and in accordance with any specification agreed in writing.

12.3 CPC warrants to the Customer that all Goods shall be free from defects in material and workmanship under normal conditions of use for a period of one (1) year from the date of Delivery, provided that:

12.3.1 where applicable, any Goods commissioned for manufacture were not manufactured in accordance with any specification document delivered by the Customer, irrespective of whether or not such specification document is 'signed off' as complete; and

12.3.2 the defect is not attributable to any defective third party goods, components installations, which are not the contractual responsibility of CPC; and

12.3.3 the defect is not attributable to fair wear and tear or any fault or damage arising from impact, modification, accident, neglect, abnormal working conditions, inappropriate working conditions, inappropriate use or treatment, incorrect handling or exposure to such other substances as many be injurious to such materials; and

12.3.4 the claim is notified in writing to CPC within ten (10) days of the date of discovery of the defect; and

12.3.5 CPC is given the opportunity to examine the Goods in situ, or arrange for their collection.

12.4 If upon inspection and examination CPC deems that the defects are due to any fault of its own manufacture or other workmanship, it shall at its own cost (and at its option) replace or repair the same and refund to the Customer any cost of carriage incurred by it in returning the Goods.

12.5 If upon inspection and examination CPC deems that the Goods are not defective, the costs of carriage (or collection), inspection and of any work done shall be chargeable to the Customer, such charges to be calculated on a time and materials basis.

11.6 In the case of international supply contracts (as defined by the Unfair Contract Terms Act 1977), such costs of carriage or collection or inspection shall in any event (irrespective of whether or not a defect exists) be borne by the Customer.

12.7 In the case of defective Goods not manufactured by CPC, the Customer shall be entitled, so far as possible, to the benefit of any guarantees given by the manufacturers. CPC will on request notify the Customer of the terms of any such guarantees.

13 INSURANCE

13.1 CPC maintains public and product liability insurance to a limit of five million pounds (£5,000.000.00) in respect of any one occurrence of such liability. Copies of the policy or policies are available for inspection at any time. CPC's pricing structure is based upon these limitations of liability and the Customer is therefore advised to consider obtaining insurance cover for any claims for which CPC is not liable.

13.2 CPC shall on request from the Customer apply to its insurers for a limit of indemnity which is greater than five million pounds (£5,000.000.00) but reserves the right in such event to reflect the additional insurance cost in an increase in the Price to the Customer.

14 LIMITATION OF LIABILITY

14.1 Subject to clause 14.4, CPC's total liability to the Customer (including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise) shall not exceed £5,000,000.

14.2 Subject to clause 15.2 below, CPC shall not be liable to Customer for any omission, act of tort (including negligence), breach of contract, misrepresentation, resulting in:

14.2.1 loss or damage incurred by the Customer attributable to events which is beyond the reasonable control of CPC;

14.2.2 loss or damage incurred by the Customer attributable to any third party claims;

14.2.3 loss or damage to the Customers plant or equipment attributable to the improper fitment or installation of the Goods;

14.2.4 loss or damage incurred by the Customer attributable to any drawing or specification delivered pursuant to the Services;

14.2.5 loss or damage incurred by the Customer which is attributable to defects arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow CPC's and/ or manufacturer's instruction, misuse or alteration or repair of the Goods without CPC's approval;

14.2.6 any direct or indirect loss of profits or anticipated savings or other economic loss or any indirect or consequential loss suffered by Customer including (without limitation) loss of business opportunity, loss of business or loss of reputation arising out of the supply of the Goods or Services to the Customer by CPC.

14.3 Neither party shall be in breach of the Contract nor liable for delay in performing or failure to perform, any of its obligations under the Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control (a Force Majeure Event). In such circumstances the affected party shall be entitled to a reasonable extension of the time for performing such obligations. If the period of delay or non-performance continues for 8 weeks, the party not affected may terminate the Contract by giving 7 days' written notice to the affected party.

14.4 Nothing in this Agreement shall operate to exclude or restrict CPC's liability for: fraud or deceit; death or personal injury resulting from negligence; or breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession); or defective products under the Consumer Protection Act 1987.

15 CONSUMERS

15.1 CPC recognises that if a Consumer enters into a Contract in its capacity as a natural person for purposes which are outside the scope of business ("Consumer") and buys Goods or Services online, by phone or by email, then the following provisions of this clause 15 will apply.

15.2 The Consumer shall have a legal right to change its mind within 14 days and receive a refund under the Consumer Contracts Regulations 2013.

15.3 The Consumer's right to change its mind does not apply in respect of:

a) Services, once these have been completed, even if the cancellation period is still running;
b) Products sealed for health protection or hygiene purposes, once these have been unsealed after the Consumer has receive them; and
c) Any products which become mixed inseparably with other items after their Delivery.

15.4 If the Consumer has bought Services, the Consumer has 14 days after the day CPC email the Consumer to confirm that CPC accept the order. However, once CPC have completed the Services, the Consumer cannot change its mind, even if the period is still running. If the Consumer cancels after CPC have started the Services, the Consumer must pay CPC for the Services provided up until the time the Consumer tells CPC that it has changed its mind.

15.5 If the Consumer has bought Goods, the Consumer has 14 days after the day the Consumer (or someone nominated by the Consumer) receives the Goods, unless:

i. The Goods are split into several deliveries over different days. In this case the Consumer will have until 14 days after the day the Consumer (or someone nominated by the Consumer) receives the last Delivery.
The Goods are for regular Delivery over a set period. In this case the Consumer has until 14 days after the day the Consumer (or someone nominated by the Consumer) receives the first Delivery of the Goods.

15.6 For the Consumer to exercise its right to cancel, the Consumer must let CPC know by doing one of the following:

a) Phone or email. Call customer services on 01242 662700 or email at sales@cpc-chemicals.co.uk. The Consumer must provide its name, home address, details of the order and phone number and/or email address.
b) Online. Complete the online form on CPC's website.
c) By post. Print off the online printable form on CPC's website and post it to CPC at the address on the form. Or simply write to CPC at that address, including details of what was bought, when it was ordered or received and the Consumer's name and address.

15.7 If the Consumer ends the contract after products have been dispatched to the Consumer or the Consumer has received them, the Consumer must return them to CPC. The Consumer must either post them back to CPC at Unit 4 The Park, Stoke Orchard, Bishops Cleeve, Gloucestershire, GL52 7RS or (if they are not suitable for posting) allow CPC to collect them from the Consumer. The Consumer must call customer services on 01242 662700 or email CPC at sales@cpc-chemicals.co.uk for a return label or to arrange collection. The Consumer must send off the Goods within 14 days of telling CPC that it wishes to end the contract.

15.8 The Consumer must pay the costs of return. If CPC are collecting the product(s) from the Consumer, CPC will charge the Consumer the direct cost to CPC of collection.

15.9 If the Consumer is entitled to a refund under these terms, CPC will refund the Consumer the price paid for the products including Delivery costs, by the method used for payment. However, CPC may make deductions from the price, as described below.

15.10 CPC may reduce the refund of the price (excluding Delivery costs) to reflect any reduction in the value of Goods, if this has been caused by the Consumer handling them in a way which would not be permitted in a shop. If CPC refund the Consumer the price before CPC are able to inspect the Goods and later discover that the Consumer has handled them in an unacceptable way, the Consumer must pay CPC an appropriate amount.

15.11 The maximum refund for Delivery costs will be the costs of Delivery by the least expensive Delivery method offered by CPC.

15.12 Where the product is a Service, CPC may deduct from any refund an amount for the supply of the Service for the period for which it was supplied, ending with the time when the Consumer told CPC that it had changed its mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.

15.13 If the products are Goods and CPC have not offered to collect them, the refund will be made within 14 days from the day on which CPC receive the product back from the Consumer or, if earlier, the day on which the Consumer provide CPC with evidence that it has sent the product back to CPC. In all other cases, the refund will be made within 14 days of the Consumer telling CPC that it has changed its mind.

15.14 CPC recognises that it is under a legal duty to supply products that are in conformity with this contract. Please click the link [Terms & Conditions (cpc-chemicals.co.uk)] for a summary of a Consumers key legal rights in relation to the products. Nothing in these terms will affect the Consumers legal rights. Nothing in these terms will affect the Consumers legal rights.

15.15 If the Consumer wishes to exercise its right to reject products, the Consumer must either post them back to CPC or (if they are not suitable for posting) allow CPC to collect them from the Consumer. CPC will pay the costs of postage or collection. The Consumer must call customer services on 01242 662700 or email CPC at sales@cpc-chemicals.co.uk for a return label or to arrange collection.

15.16 If CPC fail to comply with these terms, CPC are responsible for loss or damage suffered by the Consumer that is a foreseeable result of CPC breaking this contract or failing to use reasonable care and skill, but CPC are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both CPC and the Consumer knew it might happen, for example, if the Consumer discussed it with CPC during the sales process.

15.17 CPC do not exclude or limit in any way liability to the Consumer where it would be unlawful to do so, this includes liability for death or personal injury caused by CPC's negligence for fraud or fraudulent misrepresentation or for breach of the Consumer's legal rights in relation to the products.

15.18 If CPC are providing Services in the Consumer's property, CPC will make good any damage to the Consumer's property caused by CPC while doing so. CPC are not responsible for the cost of repairing any pre-existing faults or damage to the Consumer's property that CPC discover while providing the Services.

15.19 CPC only supply the products to the Consumer for domestic and private use. If the Consumer uses the products for any commercial, business or re-sale purpose, CPC's liability to the Consumer will be limited as set out in clause 14 and this clause 15 will not apply.

15.20 To the extent that there is any conflict between this clause 15 and the other terms of the Contract and the Customer is a Consumer, this clause 15 will prevail.

16 EXPORT ORDERS

16.1 The Customer shall be exclusively responsible for (and shall indemnify CPC against) all customs duties and other costs of importation and costs of obtaining confirmation of payments, letters of credit for obtaining all licences relevant to the sale and Delivery of and payment for the Goods (Delivery being subject to the Customer obtaining all such licences).

16.2 Unless otherwise agreed in writing payment for international sales shall not be deemed completed unless payment in full has either been received by CPC or been secured by irrevocable letter of credit (payable on sight) issued and confirmed by a bank registered in England or Wales.

16.3 In relation deliveries made outside the United Kingdom, CPC's Delivery terms shall conform to DAP Incoterms 2020 unless otherwise agreed in writing.

17 GENERAL

17.1 These Conditions shall be interpreted without reference to their headings, which are for convenience only.

17.2 The Customer may not assign any Contract or any rights there under without the prior written consent of CPC.

17.3 Any Contract shall be governed by English law and the Customer shall submit to the exclusive jurisdiction of the English Courts.

17.4 Any provision of these Conditions held by a court of law to be invalid shall be severable and shall to the extent necessary to prevent such invalidity be deemed to be omitted from these Conditions and any liability which would otherwise have been excluded or limited shall nevertheless be subject to the remaining provisions of these Conditions.

17.5 The provisions of these Conditions shall remain in full force and effect notwithstanding that the parties' obligations under any Contract may have been performed or discharged.

17.6 The waiver of any breach of any of these Conditions or the non-enforcement of any of these Conditions shall not prevent the subsequent enforcement of that Condition or the exercise of any right arising from that breach of shall not be deemed a waiver of any subsequent breach.

Complete Pool Controls will store and process information obtained by us or which is given by you in your dealings with us on the CPC. Please see the Privacy Notice at https://www.cpc-chemicals.co.uk/privacy-policy-i-3.