

In these conditions:-

1. TG RAM Ltd, "The provider" and "tgram.co.uk" mean TGRAM Ltd, registered office, Unit 67, Hallmark Trading Estate, Wembley, HA9 0LH will participate in the performance of the contract.
2. "Client" or "Hirer" means the person, firm or company or other trading organisation to which the services are supplied subject to these conditions.
3. "The Service" means:
 - (a) Removal of Waste and unwanted materials and any subsequent treatment, disposal, or recovery as specified in the full terms and conditions.
 - (b) Supply of any equipment, personnel, containers etc. for use by the client as part of the service in (a) above.
 - (c) Carry out any building, repair works as instructed by the client.
 - (d) Carry out any contract works instructed by the client.
 - (e) Processing includes the loading operations associated with (a) above, transport, decontamination and any other handling operation associated with (a) above.
4. "Waste Materials" means unwanted, redundant surplus equipment, chemicals, residue, packaging or other waste used by a Client or no longer required by a Client or which a Client wishes to dispose of.
5. "Hazardous" means Materials that contain hazardous substances as defined by The Waste (England and Wales) Regulations 2011.
6. "The Contract" means the Contract for the provision of the Service by TG RAM Ltd to the Client.
7. "Single Hazardous Waste Consignment Note" and "Multiple Hazardous Waste Consignment Note" means a Consignment Note under The Waste (England and Wales) Regulations 2011 in England and Wales, under the Special Waste Regulations 2004 in Scotland and under The Hazardous Waste Regulations (Northern Ireland) 2005 in Northern Ireland.
- 7.1 The client warrants and agrees that at all times the Waste Materials that the Client presents for removal pursuant to the contract shall exclude any materials and substances not included in clause 1.4 of the Contract and agrees that all Waste Material should be placed in the waste storage containers specifically marked and provided for them where applicable but in containers suitable for the waste where no containers have been provided. Containers will be collected from a suitable, safe access point to the premises.
- 7.2 The Client will comply with the Control of Pollution Act 1974, The Environmental Protection (Duty of Care) Act 1990 and any other legal requirements, including the provision of documentation, required or the handling of Waste Materials.
- 7.3 The Client will, prior to collection, supply the Provider with any data or information which the Provider considers necessary as well as identify any risks in the handling of the Waste Materials, and complete any and all documentation required by law.
8. "Waste Transfer Note" means a note under The Waste (England and Wales) Regulations 2011. "Transport Note" means the collection and / or delivery of products and / or services.
9. "The site" means the place where the Waste is deposited and to be removed at the request or direction of the hirer, or a Building work, Contract or repairs to be carried out by the provider as instructed by the client or the hirer
10. "Working day" shall mean Monday to Friday in any week.
11. "force majeure" means any circumstances beyond the reasonable control of either the provider or the supplier (including, without limitation, thereto, any strike, lock out or other form of industrial action, accident, inclement weather, difficulties in obtaining fuel, parts or machinery, power failure or breakdown, or malfunction of machinery or computers.
12. In consideration of the provider extending credit to the hirer as named, the person Signing this form hereby guarantees payment to the provider of all outstanding monies including amounts owed in excess of credit limit and any interest applicable.
13. These conditions shall apply to all contracts for the supply of the service by the provider to the exclusion of all other terms and conditions and shall apply where the context so permits for the benefit of the supplier and the employees, agents and sub-contractors of the provider and the supplier as if they had been parties hereto.
14. The provider reserves the right to add to, alter or amend or withdrawal any of these terms or conditions without notice. Any typographical, clerical or other error, or commission in any sales literature, quotation or price list, acceptance of offer, invoice or other document or information issued by the provider shall be subject to correction without any liability on the part of the provider.
15. Any reference in these conditions to a statute or regulation or provision thereof shall be construed as a reference to that statute, regulation or provision as an amended re-enacted or extended at the relevant time.
16. All requests for the service shall be deemed to be an offer by the hirer to purchase the service pursuant to these conditions and the service is offered subject to availability. The Hirer agrees that they will rely wholly on their own services and will not treat any information supplied to them by the Provider as a representation, warranty or guarantee in any manner whatsoever.
17. No variation of these conditions shall be binding unless agreed in writing between the authorised representatives of the Provider and the Hirer.
18. The Provider will use its best endeavours to comply with the Hirer's requirements but can accept no responsibility for failure to, or delay in providing a service which may be caused directly or indirectly by any circumstances beyond the Providers control, or any unforeseen or abnormal conditions by any act or neglect on the part of the Hirer and time shall not be of the essence of the contract save as to payment by the hirer for the service. The provision of the service may be wholly or partly suspended at the providers' discretion without liability on the part of the provider for any loss resulting from any suspensions.
19. Except as specifically otherwise agreed in writing the provider or supplier shall be under no obligation to deposit the waste/Containers with waste elsewhere than on a highway,
20. The Hirer agrees in all cases:-
 - a) To provide and adequately maintain all necessary approach roads to and sites for the purpose of the delivery;
 - b) To rely on their own skill and judgement and to satisfy themselves as to the suitability of all approach roads, tracks, or grounds, for the purposes of delivery, siting and collection of skips, materials and lorries and to notify the provider at the time of ordering the service of any special requirements.
 - c) Promptly on the arrival of the vehicle to accept delivery and provide any necessary directions and a suitable site
 - d) To ensure that an authorised person is present at the time of arrival to sign and acknowledgement of delivery, Service, Workmanship or materials also start time and finish time and that such authority is signed on delivery or collection of the said services.
 - e) By such authorised person and not otherwise and the Hirer agrees that any delivery or collection note signed by a person with apparent authority to do so shall be deemed to be signed by an authorised representative of the hirer and that where no such person is available to sign such proof of delivery or collection within 10 minutes from arrival at site or the vehicle at the site the suppliers written confirmation of delivery shall be final and binding upon the Hirer.
21. The Hirer shall keep the provider indemnified against any claim demand or penalty arising during the period of hire and which could not have been made had the provider not agreed to provide the service including, but not limited there to all 3rd party claims, or claims for damages arising out of accidents related to any Deliveries/Collections subject of this contract.
22. The price for the provision of the service shall be such sum as shall from time to time be agreed between the parties & in default of agreement shall be a quantum meruit otherwise agreed shall be exclusive of VAT which shall be payable by the Hirer,
23. Where the Hirer has a previously approved credit account with the Provider payment for the provision of the Service shall be made in full by the Hirer to the Provider prior to the delivery by the Provider of any services or work commencing.
24. Where the Hirer has an approved credit account the provider shall be entitled to invoice the Hirer at the end of the week for all the services provided hereunder prior thereto and the Hirer shall pay the price for the provision of the service to the Provider within 30 days from the invoice date. Invoice queries must be raised within 7 days via email to accountant@tgram.co.uk. Invoices and statements will be sent electronically. It is the hirer's responsibility to check statements for any missing invoices and this is not acceptable to delay payment.
25. The provider reserves the right to grant, refuse, withdraw, restrict, alter or cancel credit terms at its discretion. Where the Service is to be supplied over a period of time each instalment thereof shall be treated as a separate contract and failure by the Provider to provide anyone or more instalments, shall not entitle the Hirer to treat the contract as a whole as repudiated.
26. If the Hirer fails to make any payment on the due date then, without prejudice to any other right or remedy available to the provider, the provider shall be entitled to:
 - a) Cancel the contract or suspend any further deliveries to the Hirer.
 - b) Appropriate any payment made by the Hirer to such of the services (or the Services supplied under any other contract between the Provider and the Hirer) as the Provider may think fit (notwithstanding any purported appropriation by the Hirer; and
 - c) Claim interest, compensation and reasonable costs under the Late Payment of Commercial Debts (Interest) Act 1998 and it is agreed that the term implied by that Act shall apply after any judgment as well as before. Any reference to the Late Payment of Commercial Debts (Interest) Act 1998 is also a reference to any amendment, modification or re-enactment of it. If for any reason the Late Payments of Commercial Debts (Interest) Act 1998 does not apply interest shall be payable on overdue amounts at 8% over the Bank of England Base Rate from time to time
 - d) Without prejudice to the right to claim costs under the Late Payment of Commercial Debts (Interest) Act 1998, if, for any reason any payment is not made when due the Provider reserves the right to be paid on an indemnity basis any costs the Provider incurs in recovering any money due under this contract (and the costs of recovering such costs) including the Provider's administrative costs and any costs incurred with lawyers of debt collection agencies.

The Provider's administrative costs may include the cost of employing the staff concerned and the overheads attributable to them for the time spent in calculating the Provider's administrative costs credit will be given for any compensation due under the Late Payment of Commercial Debts (Interest) Act 1998. If proceedings are issued a minimum contribution of £350 in addition to the fixed costs of issue) will be claimed Towards any costs incurred with lawyers.

27. The Hirer agrees that in the event that the Hirer shall fail to pay the Provider's account in accordance with the terms hereof the provider may return to the Hirer the waste or a quantity of waste which is in the reasonable opinion of Provider similar thereto and the Provider shall for such purposes be entitled to enter upon any premises of the Hirer or any third party from whom waste was collected for such purposes and to deposit such waste thereon.

28. The Hirer shall where so required to do direct the Driver where to collect waste ,deliver services.

29. Where the provider or the Driver are requested or directed to a site which is off a highway or where vehicle movement otherwise involves the passage of the vehicle over gratings, drains, roads, pavements, forecourts, yards, asphalt areas or any like areas the Provider shall be under no liability whatsoever to the Hirer for any damage howsoever caused whilst the vehicle is off the highway other than as shall be caused by negligent driving on the part of the driver. Without prejudice to the generality of Condition 21 the Hirer shall subject as above save harmless and keep the Provider indemnified against any claim or demand which could not have been made had the Driver not been so requested or directed. The Hirer will in addition compensate the Provider for any damage to the vehicle or any property of the Provider which would not have occurred had the Driver not been so requested or directed and which is not due to any negligence on the part of the Driver .Under no circumstances are the Provider responsible for sinkage or ground movement on delivery/ collection of Services/materials whilst servicing off the highway.

30. If the Provider shall be prevented for any reason beyond its control from delivering or collecting an order or carrying out its work ,the Hirer shall remain liable for the Provider's charges together with such additional sums as the Provider shall reasonably so require for the further provision of the Service.

31. The time allowed for collecting or delivering Grab /Tipper service is 20 minutes. If the vehicle is kept waiting longer than this after arrival the Hirer shall be liable for reasonable demurrage. Standing times are chargeable at £60 per hour or part thereof.

32. The standard time allowed for a 'Wait & Load' is up to 30 minutes. If the vehicle is kept waiting longer than this initial time, the hirer shall be liable for a waiting charge of £60 per hour or part thereof.

33. The Provider shall not be liable to the Hirer or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of the providers or suppliers obligations in relation to the service. If the delay or failure was due to force majeure.

34. The Hirer shall not move the waste from the site without the Consent of the Supplier and where necessary the highway authority

35. It is the responsibility of the hirers' representative on site to keep the hirers copy of the 'Proof of Delivery' ticket. Any copies required at a later date will be subject to a £5 administration charge.

36. The Hirer shall ensure that all permissions required before the Provider's servants/machinery can enter on the site including the permission required under the Highways Act 1971 have been or will be obtained before they request the Provider or direct the Driver to carry out working on the site and that the said permission will be kept in force during the period of hire and where necessary for up to 3 working days thereafter. The hirer, will ensure that all work carried out on the highways will be lighted and coned in accordance with the terms and conditions of the highways act and the issuing local authority's demands,

37. The Hirer shall ensure:

- a) That the Hirer signs a single or multiple consignment transfer note declaring the waste type and that the waste is accurately described when completing the transfer note.
- b) Where the waste type does not conform to the description as specified on the waste transfer note or is different to that as specified at the time service was ordered, then charges will vary accordingly.
- c) Where inert waste loads (Soil, Stone, Clay) are ordered and they are found to contain other waste types, in particular mixed builders waste materials thus contaminating the load, the hirer will be charged accordingly for the hire tipping charges (typically £120 to £130 per tonne) in particular the hirer must be aware of the considerable differences in landfill tax rates.
- d) Where appropriate waste is only stored in safe places.
- e) That no liquids explosives, toxic, or dangerous materials including, but not limited to fibrous asbestos, solvents, minerals or greases will be placed in the load without the written consent of the supplier and that the contents of the load when loaded conform to the requirements of S.I.1980/1709 or any re-enactment thereof and the local waste regulation authority with regard omits suitability for disposal as general or special waste as a controlled waste disposal site.
If any waste to which the said section applies is to be collected the Hirer will immediately give the notices required by the said section and send copies of such notices to the supplier and the provider.
- g) That no bonded asbestos will be placed save where the Hirer has given to the Provider, a minimum of seven days' notice of their intentions so to do and obtained the written agreement of the Provider thereto and of the charges to be made with regard thereto.
- h) No cans, bottles or other liquid containers are to be placed in the load unless they are dry, free from liquid, residues and open.

38. Except as specifically otherwise agreed in writing the Provider agrees to dispose of such of the contents of the waste collected as shall be in accordance with the terms of this contract. The Hirer agrees that they will pay the Provider's reasonable charges of dealing with any of the contents of the waste which do not comply with the terms of this contract.

39. Risk: The risk in relation to any services supplied pursuant to this Contract shall pass to this Hirer upon delivery in accordance with the Hirer's request or direction and shall remain with the Hirer until such services are completed by the Supplier.

Where the Service is provided under a consumer transaction as defined by the Consumer Transaction (Restriction on Statements) order 1976, the statutory rights of the hirer are not affected by these conditions,

It is specifically provided and agreed that any compensation &/or damages payment in respect of any claim or claims arising out of or in connection with the terms of this contract for any reason whatsoever and howsoever arising shall not amount in the aggregate to more than the cost of the provision of the service by the provider or that part of the Service giving rise to such claim and Provider and any other person entitled to the benefit of this contract shall have no further liability to the Hirer Except in respect of death or personal injury cause by the negligence of the provider or any other person entitled to the benefit of this contract, the Provider or such party shall not be liable to the Hirer by reason of any representation, or any implied warranty, condition or other term, or any duty at common law, or under the expressed terms of this contract, for any consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of for inspection).

40. The Provider shall not be liable to the Hirer or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of the providers or suppliers obligations in relation to the service. If the delay or failure was due to force majeure.

41. Insolvency of Hirer:

- a) This cause applies if: the Hirer makes any voluntary arrangement with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction);
- b) or i an encumbrance takes possession, or a receiver is appointed, or any of the property or assets of the Hirer, or iii) the Hirer ceases or threatens to cease, or threatens to cease; to carry on business; or iv) the Provider reasonably apprehends that any of the events mentioned above is about to occur in relation to the Hirer and notifies to the Hirer accordingly. If this clause applies then without prejudice to any other right or remedy available to the provider, the Provider shall be entitled to cancel the contract or suspend any further deliveries under the Contract without any liability to the Hirer, and if the Services have been provided but not paid for, the price shall become immediately due and payable not withstanding and previous agreement or arrangement to the contrary.

42. All calls to and from the provider are recorded for monitoring and training purposes. Wasted Journey Charges for Grabs and Tipper £75 per journey £150 surcharge

43. All written correspondence to be addressed to TG RAM Ltd, Unit 67 Hallmark Industrial Estate, Wembley, Middlesex, HA9 0LH.