

# Credit Application: Terms and Conditions

## 1 Definitions

1.1 we, us, our, OS means Ordnance Survey Limited, a company registered in England and Wales (company registration number 09121572) whose registered address is at Explorer House, Adanac Drive, Southampton, SO16 0AS; and

1.2 you, your, customer means the person or entity entering into this Agreement in accordance with its terms.

## 2 Due date

Payment in full, of the amount shown on the invoice, is due within 30 days after the invoice date (unless alternative terms have been agreed, in writing, by OS and the customer). If payment is not made by the due date, OS reserves the right to take legal action or to appoint debt collection agents to obtain payment. In that event, all of the costs to OS of doing so will be payable by the customer on an indemnity basis.

## 3 Overdue payments

OS reserves the right to charge interest at 2% per annum above the base rate of the Nat West Bank plc calculated on a daily basis on all outstanding amounts from the due date of payment to the actual date of payment. If OS charges interest, this will not affect OS's right to take legal action against the customer.

#### 4 Withdrawal of facilities

If the customer is in breach of payment terms and conditions for the supply of any OS products or services, OS reserves the right to:

- refuse to accept any order from the customer until payment of the customer's account is up to date;
- terminate the customer's usual credit and trade discount arrangements;
- refuse to supply the customer with any goods or services, even if already ordered by the customer; and
- refuse to renew any licences at the end of the current term.

#### 5 Reservation of title (for relevant products such as paper mapping)

'Title' in any goods supplied by OS only passes to the customer once payment in full has been received.

#### 6 Currency

All payments will be made in £ sterling, unless we have agreed otherwise in writing.

#### 7 Delivery/rejection

OS will aim to despatch all valid orders, unless agreed otherwise, within:

- 2 working days in the case of paper mapping.
- 5 working days in the case of digital mapping.

Written notification of any deficiency in or damage to the goods must be given to OS, unless agreed otherwise, within:

- 7 days of invoice date in the case of paper mapping.
- 28 days of invoice date in the case of digital mapping.

Instructions must be confirmed in writing. The customer cannot reject products after this time. If the customer is a 'consumer' as defined in the Consumer Transactions (Restrictions on Statements) Order 1976, this paragraph does not affect the customer's legal rights.

## 8 Return of goods

Unless exceptional circumstances apply, it is not our policy to exchange or provide a refund for any of our products which we have supplied correctly.

## 9 Request for a credit account

By clicking 'I accept the terms of this agreement' you agree to be bound by this Agreement and confirm that you are authorised to bind your organisation and you give your permission for us to make enquiries to your bank before a credit account is created. We recommend that you make an application well in advance of the first order.

Any information held will only be used for the administration of the credit account, or occasionally for fraud prevention or tracing of debtors. OS may conduct a search with one or more credit reference agencies. OS may also make enquiries about the principal directors with a credit reference agency.

## 10 Enquiries

Please send documents to: Customer Service Centre, OS, Explorer House, Adanac Drive, SOUTHAMPTON, SO16 0AS, UK.

Phone: 03456 05 05 05 / Email: [customerservices@os.uk](mailto:customerservices@os.uk)

For the latest information on all our products and services, visit our web site at: [www.os.uk](http://www.os.uk)