



**AVERY
DENNISON**
Retail Information Services

ORDER MANUAL

HOUSE OF FRASER

January 2011

Welcome to Avery Dennison Information and Brand Management Services.

Avery Dennison is a global organisation with over 30,000 employees, 150 manufacturing locations in over 40 countries and annual sales of \$6.7 billion. As a worldwide leader in the provision of ticketing and labelling services, we are experienced in fulfilling the needs of apparel manufacturers in our facilities around the world.

Our Global Service Bureau, Ticket Express™ allows you to choose from a range of options: ordering, delivery, reporting and world wide production to meet your needs in a timely way, with the same data integrity and quality control you receive from all Avery Dennison Retail Information Services.

We are fully committed to providing the highest levels of quality and service at competitive prices. We aim to drive continuous improvement through innovation and technology. Avery Dennison has wide expertise in areas such as EDI and supply chain management solutions.

We have developed this manual to be used as a reference when ordering tickets and labels. It is specific to the supply of labels for House of Fraser. We hope that you will find it useful and that it will answer many of the questions that you may have. We welcome your comments and any suggestions that you may have to improve the content.

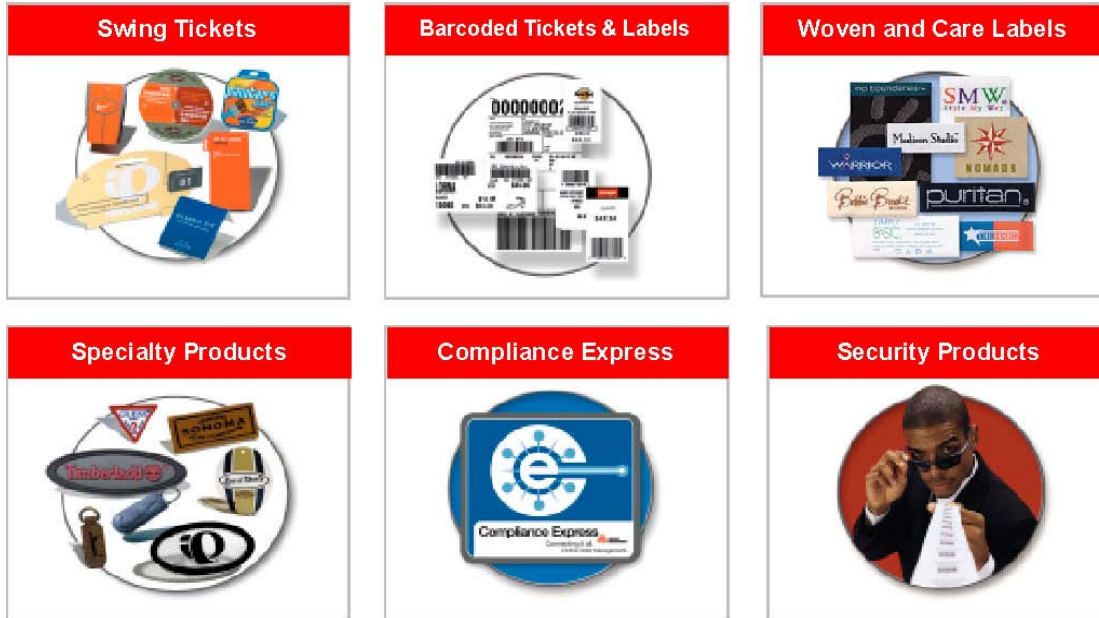
Avery Dennison is pleased to have been selected by House of Fraser to work in partnership to supply your labelling requirements. Thank you for your business, we look forward to working with you.



HOW TO USE THIS MANUAL

This manual should be considered a living document. Whereas the manual initially consists of a set of standard documents, Avery Dennison will send you regular updates (via email) to inform you of new products we are approved to manufacture.

Avery Dennison services



Avery Dennison production facilities



Enhanced range of:

- Graphic Tags and Labels
- Variable Data Tags and Labels
- Woven Labels
- Printed Fabric Labels
- Heat Transfers
- Patches and Specialty Trim
- Eco-Friendly Solutions
- Packaging Solutions
- Security Solutions
- In-Plant Printing Solutions
- RFID Solutions
- Designer Trim Collections
- Supply Chain Solutions
- Web Services



UK Contacts

Avery Dennison UK RBIS
Private Road no. 7
Colwick Industrial Estate
Nottingham, NG4 2JW

Account Manager: Gary Nightingale
Gary.Nightingale@eu.averydennison.com
Mobile: +44(0) 772 007 1606

Global Product Development: Sarah Perkins
sarah.perkins@eu.averydennison.com
Tel: +44(0) 115 989 6500

Customer Service Sarah Perkins
sarah.perkins@eu.averydennison.com
Tel: +44(0) 115 989 6500

HK Contacts

Avery Dennison Hong Kong B.V.
Information and Brand Management Services Asia
20/F, Unimix Industrial Centre,
2 Ng Fong Street, San Po Kong,
Kowloon, Hong Kong

Customer Service: Dephne Peng
Dephne Peng AD-HOF@ap.averydennison.com
Tel: +862 039918817

Turkey Contacts

Avery Dennison Turkey
Information & Brand Management Division
Tem Otoyolu Atış Alan Mevki Tekstil Kent Koza Plaza
A Blok Kat 17-18 34235 Esenler - Istanbul - TURKEY

Customer Service: Goknil Asil
goknil.asil@eu.averydennison.com
Tel: +90 212 467 42 44

STEP 1

OPENING AN ACCOUNT

Please complete the Account Opening Agreement form.
Note: the form must be signed and VAT number must be supplied to enable us to open a new account.



Keep one copy

Post one hard copy back to the address specified at the bottom of the form. Please ensure the form is signed and the VAT number filled in.

YOUR ACCOUNT IS NOW OPEN

STEP 2

START PLACING ORDERS

Fill in the order form.

The minimum information required is the PO#, quantities and your full 'Bill to' and 'Ship to' addresses (even if these are both the same).

If you only require label type 4 (price self adhesive label), the House of Fraser PO# is not mandatory.

You will also see optional fields in which you can add other applicable data.

ACKNOWLEDGMENT

An order confirmation will be sent back to you the same day.

YOUR ACCOUNT IS NOW OPEN

START PLACING ORDERS

Fill in the order form.

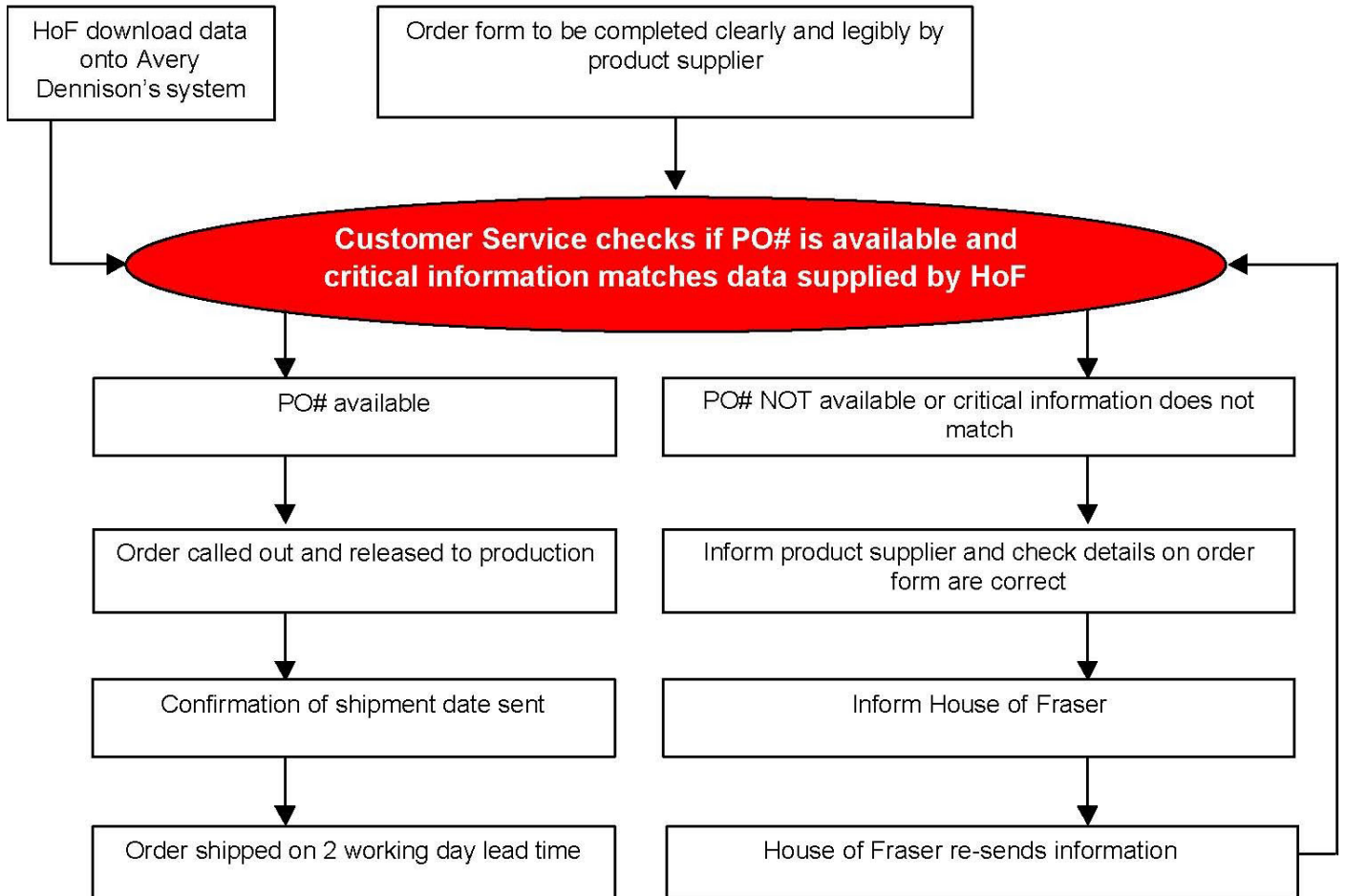
The minimum information required is the PO#, quantities and your full 'Bill to' and 'Ship to' addresses (even if these are both the same).

If you only require label type 4 (price self adhesive label), the House of Fraser PO# is not mandatory

You will also see optional fields in which you can add other applicable data.

ACKNOWLEDGMENT

An order confirmation will be sent back to you the same day.





Retail Information Services

HOUSE OF FRASER -ACCOUNT OPENING AGREEMENT

PRELIMINARY FINAL CUSTOMER NUMBER: DATE:

FULL COMPANY NAME: ACCOUNTS CONTACT:

DIVISION NAME: TELEPHONE NUMBER:

PRINCIPAL(S): FAX NUMBER:

INVOICE ADDRESS: EMAIL ADDRESS:

DATE ESTABLISHED: REGISTRATION NUMBER:

COMPANY IS A: CORP. LTD. PLC. PARTNERSHIP SOLE TRADER/PROPRIETOR

COMPANY IS: PUBLIC PRIVATE

DELIVER TO STATE (U.S. ONLY)

IF SOLE TRADER OR PARTNERSHIP, PLEASE GIVE NAMES OF PRINCIPALS AND HOME ADDRESSES:

ACCOUNT APPLIED FOR: AVERY DENNISON U.K. VAT REF. NUMBER:

CREDIT REFERENCES WITH ADDRESSES AND/OR PHONE NUMBERS:

1) ()

2) ()

3) ()

BANK REFERENCE: BANK NAME:

ACCOUNT #: SORT CODE:

ADDRESS:

CURRENCY:

INITIAL ORDER (ESTIMATE):

I agree to be bound by Avery Dennison's terms and conditions of trading which I have read and understood. I understand that we are responsible for remitting payment to Avery Dennison Retail Information Services in advance payment/ net 30 days from invoice date for ticketing material and other items ordered by us or all buyers on our behalf.

PRINTED NAME:

CUSTOMER SIGNATURE:

POSITION: DATE:

COMPANY STAMP

Please tick box for the site you want to open new account

<input type="checkbox"/> Avery Dennison Turkey Information & Brand Management Division Tem Otoyolu Atış Alan Mevki Tekstil Kent Koza Plaza A Blok Kat 17-18 34235 Esenler - Istanbul – TURKEY	<input type="checkbox"/> Avery Dennison Hong Kong B.V. Information and Brand Management Services Asia 20/F, Unimix Industrial Centre, 2 Ng Fong Street, San Po Kong, Kowloon, Hong Kong
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FOR INTERNAL USE

RESPONSE: (CREDIT)

Payment Options

Avery Dennison offers a variety of payment methods. Wire transfers, checks, and credit card payments are all accepted. Please see local ticket centre datasheets for further details.

Credit Terms

New garment manufacturers are requested to complete an Account Opening Agreement (see attached) to set up a credit account before dispatch of the first order. Credit terms are 30 days net. Any outstanding invoices past terms will result in House of Fraser being notified and may potentially lead to the account being placed on credit hold.

Advanced Payment

Normally, the bill-to supplier located in a currency restricted country is requested to arrange payment in advance or change the bill-to party to another supplier not located in the currency restricted county

Advance Payment Required Countries

All Countries of Africa: Algeria, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad Republic, Comoros, Congo, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Sierra Leone, Somalia, South Africa Republic, Sudan Republic, Swaziland, Tanzania, Togo, Tunisia, Uganda, Zambia, Zimbabwe

All Countries of Oceania/Australasia (except Australia and New Zealand):

Fiji, Kiribati, Marshall Islands, Micronesia, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu, Vanuatu

All Countries of South America: Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Guyana, Paraguay, Peru, Suriname, Uruguay, Venezuela

All Countries of North & Central America (except Canada and United States of America): Bahamas, Belize, Costa Rica, Cuba, Dominican Republic, El Salvador, Guatemala, Guam, Haiti, Honduras, Jamaica, Mexico, Nicaragua, Panama, Saipan, Puerto Rico

Some Countries of Asia (except Hong Kong, Japan, Macau, Malaysia, Philippines, Singapore, South Korea, Thailand, Taiwan):

Afghanistan, Armenia, Azerbaijan, Bangladesh, Bhutan, Brunei, Cambodia, China, Georgia, India, Indonesia, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Laos, Lebanon, Mongolia, Myanmar, Nepal, North Korea, Oman, Pakistan, Qatar, Saudi Arabia, Sri Lanka, Syria, Tajikistan, Turkey, Turkmenistan, U.A.E., Uzbekistan, Vietnam, Yemen

Some Countries of Europe (except Austria, Belgium, Denmark, Finland, France, Germany, Italy, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom): Albania, Belarus, Bosnia, Bulgaria, Croatia, Czech Republic, Estonia, Greece, Hungary, Iceland, Ireland, Latvia, Lithuania, Luxembourg, Macedonia, Moldova, Monaco, Netherlands, Poland, Romania, Russia, Slovakia, Slovenia, Ukraine, Yugoslavia

Payment By Mail	Telegraphic Transfer (T/T)
<p>Please make crossed cheque payable to "Avery Dennison Hong Kong B.V." USD Payment GPO Box 677 General Post Office, Hong Kong</p> <p>HKD Payment GPO Box 693 General Post Office, Hong Kong</p>	<p>Pay to: Citibank N.A. 10/F., Two Harbour Front, 22 Tak Fung Street, Hung Hom, Kowloon, Hong Kong Swift Code: CITIHKHX</p> <p>In favor of: Avery Dennison Hong Kong B.V. A/C# 006-391-6106 3355 (USD)</p>
Direct Deposit	US Lockbox
<p>Cash or Crossed Cheque payable to "Avery Dennison Hong Kong B.V."</p> <p>Bank Information: Citibank N.A. A/C# 006-391-6106 3355 (USD) A/C# 006-391-6106 3371 (HKD)</p>	<p>Special for USA, Canada and Mexico Customer, please issue cheques payment to "Avery Dennison Hong Kong B.V."</p> <p>And send to: Avery Dennison SSC International 5583 Collection Centre Drive, Chicago, IL60693 USA</p>
<p><input type="checkbox"/> Please kindly provide your Payment Proof (i.e. Bank Draft, T/T Slip or Cheque Copy), quote with our Proforma Invoice number and fax to (852) – 2516 9014. Upon receipt of your payment, we will effect the shipment in 2 working days when goods are ready.</p> <p><input type="checkbox"/> Remarks: All International opening / advising / correspondence bank charges and the US\$10.00 Hong Kong Bank Charge as stated on this invoice must be paid by the overseas customer before shipment will be effected. * Insufficient funds received may hold up delivery.</p>	
Credit Card Payment	
<p>Please complete the follow and return by Fax</p> <p style="text-align: center;">Customer's Authorization for Payment by Credit Card (Please fill in this form in BLOCK LETTERS)</p> <p>Bill To Customer Name: _____ (Company Name)</p> <p>Contact Person: _____</p> <p>Telephone No.: _____ Fax No.: _____</p> <p>We hereby authorize Avery Dennison Hong Kong B.V. to charge US\$ _____ from the following Visa / Master / American Express Card for settlement of Proforma Invoice / Invoice No. _____</p> <p>Name of Card Holder: _____ (As printed on card)</p> <p>Visa / Master / A.E. Card No.: _____</p> <p>Card Expiry Date: _____ (Month) _____ (Year)</p> <p>(The Card information on this form will be kept in strictest confidence)</p> <p>Signature of the Card Holder: _____ Date: _____</p> <p>Please fax this completed form to Avery Dennison Hong Kong B.V. (fax number as stated below). Then we will effect this shipment in 2 working days when goods are ready.</p> <p><input type="checkbox"/> Remarks: Delivery may be held up due to any insufficient settlement.</p> <p><input type="checkbox"/> Seller's liability, under this contract, shall not exceed the replacement of defective goods provided. Returned goods require our authorization first. All claims must be made within 5 days after receipt of goods.</p> <p>Our Policy states that SOME ORDERS MAY SHIP A MAXIMUM OF +/- 5% (Should there be any default in payment, Avery Dennison Hong Kong B.V. reserves the rights to claim back the amount from the customer named above)</p> <p>Please send completed form to:</p> <p>Fax No.: _____ Attn.: _____ (Div.: _____)</p> <p>(For internal use) Date: _____ Authorization Code: _____</p>	

Avery Dennison commitments

Avery Dennison is committed to providing:

- High quality printed product
- On time deliveries
- Accurately packed and shipped orders
- A quick response to your issues and queries

We will constantly measure and evaluate our performance and take immediate action where necessary in order to continuously improve both our quality and service.

In the event of any quality issues, please contact your local Customer Services Representative.

Product manufacturers' responsibilities

Product manufacturers should follow up on delivered orders to check the accuracy of the labels/ticket received

Product manufacturers must notify Avery Dennison within 14 days from receipt of labels/tickets of any shortage or damages

Carriage, taxes and duty

All prices above are ex factory please note carriage, tax and duty's will be applied to all orders in the appropriate countries please be aware we are able to combine consignments in some cases this will reduce your cost. Please be aware that you will need to inform us of which orders you want to combine

1. Scope

1.1. The Seller means the manufacturer of the goods sold or to be sold by it to any customer (the Purchaser). These Conditions alone shall govern and be incorporated in every contract for the sale of goods

made by or on behalf of the Seller with the Purchaser. They shall apply in place of and prevail over any inconsistent terms or conditions contained or referred to in the Purchaser's order or in correspondence or elsewhere or implied by trade, custom, practice or a course of dealing unless specifically excluded or varied and agreed in writing by a Director of the Seller and any conditions or stipulations to the contrary are hereby excluded or extinguished.

1.2. Acceptance by the Purchaser of delivery of the goods shall (without prejudice to Condition 2 or any other manner in which acceptance of these Conditions may be evidence) be deemed to constitute unqualified acceptance of these Conditions.

1.3. If, subsequent to any contract of sale which is subject to these Conditions, a contract of sale is made with the same Purchaser without reference to any conditions of sale or purchase, such contract howsoever made shall be deemed to be subject to these Conditions.

2. General

2.1 All statements, technical information and recommendations concerning the goods sold or samples provided by the Seller are based upon tests believed to be reliable, but do not constitute a guarantee or warranty. All goods are sold and samples of all goods provided with the understanding that the Purchaser has independently determined, prior to use, that the goods are suitable for the purposes the Purchaser intends to use the goods for. Any samples supplied to the Purchaser are supplied solely for information and in no way import any express or implied conditions or warranties as to conformity, quality, description, fitness for purpose or merchantable quality and a Purchaser shall be deemed to have satisfied itself as to such matter prior to ordering the goods. No salesman, representative or agent is authorised to give any guarantee, warranty or make any representation contrary to the foregoing.

3. Quotations

3.1 A quotation by or on behalf of the Seller does not constitute an offer and the Seller reserves the right to withdraw or amend the quotation at any time prior to the Seller's acceptance of the Purchaser's order.

3.2 In case Seller makes an offer, Seller may, unless stated otherwise in writing, revoke the offer until ten days have lapsed after the day on which Seller received the Purchaser's acceptance of that offer.

4. Prices

4.1 Unless indicated otherwise in writing, all prices are exclusive of the VAT and other taxes or levies and of all costs (e.g. freight, insurance, packaging).

4.2 If Seller uses list prices for the goods sold, the prices payable for the goods shall be the Seller's list prices therefore current at the time of despatch.

4.3 In all cases, Seller shall have the right at any time to revise list and/or agreed upon prices to take account of inflation and increases in costs including (without limitation) costs of acquisition of any goods or materials, carriage, labour or other overheads, the increase or imposition of any tax duty or other levy and any variation in exchange rates.

5. Freight and Packaging Charges

5.1 Charges for freight and packaging will be made in accordance with the Seller's rates therefore current at the time of despatch. Orders requiring overseas delivery may be debited with the cost of any special packaging required together with all freight, insurance and other charges incurred by the Seller.

5.2 In any case where goods are sold CIF or FOB or Ex-Works or on the basis of other international trade term the meaning of such term contained in the INCOTERMS as revised from time to time shall apply except where inconsistent with any of the provisions contained in these Conditions.

6. Terms of Payment

6.1 Seller may at any time require the Purchaser to make payment in advance of delivery.

6.2 The Seller reserves the right to suspend the provision of goods to the Purchaser where any amounts are overdue under any contract with the Purchaser until all such amounts have been paid or to terminate the contract in its entirety by notice in writing to the Purchaser.

6.3 Any extension of credit allowed to the Purchaser may be changed or withdrawn at any time.

6.4 Unless otherwise indicated in writing, payment must be made within 30 days of the date of invoice. When payment is overdue, the Purchaser owes an interest of 1.5% per month or, if higher, the statutory interest under the laws of the country of residence of the Purchaser over the outstanding amount; part of a month will be deemed to be a month. All costs, judicial and extrajudicial, incurred by Seller with respect to the breach of any obligation on the part of the Purchaser, must be reimbursed by the Purchaser. The extra-judicial costs will be a minimum 10% of any outstanding amount.

6.5 Once an order has been released to production it is not possible to cancel it.

7. Delivery

7.1 Time for delivery shall not be of the essence. Delivery dates mentioned in any quotation or acceptance form or elsewhere are approximate only and not of any contractual effect.

7.2 The Purchaser has an obligation to accept goods to be delivered. In the event of the Purchaser returning or failing to accept any delivery of the goods in accordance with the contract, the Seller shall without prejudice to Seller's other rights be entitled, at its option, to suspend and/or cancel in whole or in part (further deliveries under) the contract and/or to store at the risk of the Purchaser any goods which the Purchaser refuses or fails to accept and the Purchaser shall pay all costs of such storage and any additional costs or carriage incurred as a result of such refusal or failure.

7.3 The goods shall unless delivered by the Seller's own transport or by a carrier on behalf of the Seller be deemed to have been delivered and the risk thereon to have passed to the Purchaser upon their transfer to the carrier named by the Purchaser or (in the case of delivery "Ex-Works") from the date or earliest date of the period within which the goods are placed at the disposal of the Purchaser for collection as notified by the Seller to the Purchaser, or if not so notified, the usual time for delivery of such goods.

7.4 Where the goods are delivered by the Seller's own transport or by a carrier on behalf of the Seller the risk therein shall pass to the Purchaser upon delivery. Unless the Seller receives notice in writing from the Purchaser within 21 days of receipt of the goods by the Purchaser or within 21 days of the scheduled date of delivery, whichever shall be the earliest, the Seller shall not be liable for any loss of or damage of the goods in transit nor for failure of the goods to be delivered (nor shortfall in delivery (except such shortfalls as permitted by Condition 9)) and such goods shall be deemed to have been delivered in good order and condition. Where the Seller receives notification from the Purchaser under the Condition 7.4, the Seller's only obligation shall be at its option to make good any shortage or non-delivery and/or as appropriate to replace or repair any goods damaged in transit.

8. Title

8.1. NOTWITHSTANDING DELIVERY AND PASSING OF RISK, THE GOODS SHALL REMAIN THE PROPERTY OF THE SELLER UNTIL SUCH TIME AS THE PURCHASER SHALL HAVE PAID TO THE SELLER THE AGREED PRICE (TOGETHER WITH ANY ACCRUED INTEREST) AND ALL OTHER AMOUNTS OWED BY THE PURCHASER TO THE SELLER IN RESPECT OF ANY OTHER CONTRACT FOR THE SALE OF GOODS, OR THE RENDERING OF SERVICES RELATED THERETO OR OF ANY BREACH OF CONTRACT BY THE PURCHASER.

8.2. Until property in the goods has passed the Purchaser shall:

- not part with the goods otherwise than in accordance with Condition 8.5;
- take proper care of the goods and take all reasonable steps to prevent any damage to or deterioration of them;
- keep the goods from any charge, lien or other encumbrance and store the goods in such a way to show clearly that they belong to the Seller;
- notify the Seller forthwith upon the happening of any of the events set out in Condition 20; and
- give the Seller such information relating to the goods as the Seller may from time to time require.

8.3. The Seller reserves the right to take back and resell any goods to which it has retained title and the Seller's consent to the Purchaser's keeping of the goods and any right the Purchaser may have to keep the goods shall in any event cease:

- if any sum owed by the Purchaser to the Seller (whether in respect of the goods or otherwise) is not paid to the Seller by the date when it is due; or
- upon the happening of any of the events set out in Condition 20; or
- if the Purchaser commits a breach of any contract with the Seller.

8.4 The Purchaser hereby grants an irrevocable right and licence to the Seller and its servants and agents to enter upon all or any of the Purchaser's premises with or without vehicles during normal business hours for the purpose of inspecting and/or taking back goods to which it has retained title. This right and licence shall continue to subsist notwithstanding the termination for any reason of any contract which is subject to these Conditions and is without prejudice to any accrued right under such contracts or otherwise.

8.5. Whilst the Purchaser keeps the goods with the Seller's consent (but not otherwise) the Purchaser may in its ordinary course of its business sell or hire the goods provided that:

- as between the Purchaser and its sub-purchaser or customer the Purchaser shall sell or hire the goods as principal and the Purchaser shall not and shall not be empowered to commit the Seller to any contractual relationship with or liability to the sub-purchaser or customer or any other person;

(b) notwithstanding any agreed period of credit for payment of the price of the goods the Purchaser shall pay the proceeds of such sales or hiring to the Seller forthwith upon receipt.

8.6. The Purchaser agrees immediately upon being so requested by the Seller to assign or pledge to the Seller all rights and claims which the Purchaser may have against its sub-purchasers or customers arising from such sales until payment is made in full as stated above.

9. Variations

9.1 All reasonable endeavours will be made to deliver the correct quantity ordered, but the Seller shall be deemed to have fulfilled its contractual obligations in respect of any delivery though the quantity may be up to 10% (unless otherwise specified on order) more or less than the quantity specified in the contract of sale and in such event the Purchaser shall pay for the actual quantity delivered.

9.2. Slight deviations in quality, symmetry, format, colour, hardness and satin finish shall not constitute grounds for rejection as long as product is commercially acceptable. When assessing whether a delivery differs beyond the admissible limits, an average must be taken from the delivery, so that rejection cannot take place on the basis of a few specimens.

10. Copyright

10.1 Unless it has been expressly agreed to the contrary in writing, the Seller shall always remain the party entitled to the copyright that may arise on the goods produced by him in performing the contract, such as but not limited to copy, type, design drawings, models, lithographs, films and similar means of production and aids, even if the activities concerned are stated as a separate item in the quotation, the offer, or the invoice.

10.2 Neither the goods supplied or to be supplied by the Seller according to its own design, such as but not limited to copy, type, design drawings, models, lithographs, films and similar means of production and aids, nor any part thereof forming an essential part of such design may be reproduced within the scope of any production process without the Seller's written consent, even if or to the extent that there is no copyright or other statutory protection in respect of the design thereof for the Seller.

11. Preliminary Work

11.1 All work produced whether experimentally or otherwise at Purchaser's request will be charged for at Seller's then current rates unless otherwise agreed by Purchaser and Seller.

12. Proofs

12.1 Proofs of all work may be submitted for Purchaser's approval and no responsibility will be accepted for any errors in proofs passed by the Purchaser.

13. Illegal Matter

13.1. The Purchaser shall indemnify and keep indemnified the Seller against all claims, liabilities, costs, damages and expenses incurred by or for which the Seller may become liable as a direct or indirect result of:

- carrying out of any work required to be done on or to the goods in accordance with the requirements or specifications of the Purchaser involving any infringement or alleged infringement of any intellectual or industrial property rights vested in any third party;
- any person other than the Seller (or with the Seller's express consent in writing) using the goods or carrying out any amendments, alterations or other work on the goods involving any infringement or alleged infringement of any intellectual or industrial property rights vested in any third party;

13.2. THE SELLER SHALL HAVE NO LIABILITY TO THE PURCHASER IN THE EVENT OF GOODS INFRINGING OR BEING ALLEGED TO INFRINGE THE RIGHTS OF ANY THIRD PARTY.

13.3. Notwithstanding the foregoing, if at any time any allegation of infringement of letters patent, copyright, trademark or design rights is made in respect of the goods or if in the Seller's reasonable opinion such an allegation is likely to be made, the Seller may at its discretion and at its own expense:

- modify or replace the goods without detracting from overall performance thereof, so as to avoid the infringement; or
- procure for the Purchaser the right to continue to use the goods; or
- replace the goods at the price paid by the Purchaser less depreciation at such rate as approved by the Seller to its own inventories.

The Purchaser shall notify the Seller forthwith of any claim made or action brought or threatened alleging infringement of the rights of any third party. The Seller shall have control over and shall conduct any such proceedings in such manner as it shall determine. The Purchaser shall provide all such reasonable assistance as the Seller may request. The cost of any such proceedings shall be borne in such proportions as the parties shall determine.

14. Warranty and Complaints

14.1. The Seller warrants for the period and to the extent stated in this Condition 14.1, the goods to be free from defects in materials and workmanship under normal use and service. Should any failure to conform to this warranty appear within 60 days (if applicable, the time period stated on the specific product information literature in effect at the time of shipment, if longer than one year) after the initial date of shipment, the Seller's sole obligation hereunder shall be limited to, at the Seller's option, either crediting, in whole or in part, the Purchaser with the purchase price of, or replacing, the goods or any part or parts thereof provided that each of the following three conditions are fulfilled: (i) written notice of non-conformance hereunder is received by the Seller not more than 15 days after the defect in question has come to the attention of the Purchaser or ought reasonably to have come to its attention, (ii) after the Seller's written authorisation the goods in question are returned to the Seller's shipping location freight charges prepaid and (iii) after examination the goods in question are disclosed to the Seller's satisfaction to be non-conforming.

Any such replacement shall not extend the period within which such warranty can be asserted. This warranty shall not apply to goods which the Seller determines have, whether by the Purchaser or any other person, been subjected to operating and/or environmental conditions in excess of the maximum value therefore in the applicable specifications or otherwise have been subject to misuse, neglect, improper installation or damage or abnormal or unsuitable conditions of storage or which have been in any way altered, modified or otherwise interfered with by any person other than the Seller's own authorised personnel. The Seller shall not be liable for damage to the goods caused by fair wear and tear. This warranty may be asserted by the Purchaser only and not by the Purchaser's customers or users of the Purchaser's products.

14.2 Without prejudice to any other condition, Seller's sole obligation with respect to any imputable non-conformity of the goods delivered for other reasons than defects in materials or workmanship, shall be limited to, at the Seller's option, either crediting in whole or in part the Purchaser with the purchase price of, or replacing, the goods or any part or parts thereof, provided that the non-conformity is notified in writing to Seller within six (6) months after the initial date of shipment and the three conditions set out in Condition 14.1 are fulfilled. Condition 14.1, third through last sentences, applies mutatis mutandis'.

15. Liability

15.1. THE SELLER'S AGGREGATE LIABILITY TO THE PURCHASER WHETHER FOR NEGLIGENCE, BREACH OF CONTRACT, MISREPRESENTATION OR OTHERWISE SHALL IN NO CIRCUMSTANCE EXCEED THE COST OF THE DEFECTIVE, NON-CONFORMING, DAMAGED OR UNDELIVERED GOODS WHICH GIVE RISE TO SUCH LIABILITY AS DETERMINED BY NET PRICE INVOICES TO THE PURCHASER IN RESPECT OF ANY OCCURRENCE OR SERIES OF OCCURRENCES.

15.2. Subject to the foregoing all conditions, warranties and representations including (but not by way of limitation) the warranty against patent infringement, express or implied by statute law or otherwise in relation to the goods supplied and/or services provided are excluded. Furthermore, the Seller shall be under no liability to the Purchaser for any loss or damage resulting from defective material, faulty workmanship or otherwise howsoever arising out of the contract, and whether or not caused by the negligence of the Seller, its servants or agents. SAVE THAT THE SELLER SHALL ACCEPT LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY THE NEGLIGENCE OF THE SELLER.

15.3. The Seller's warrants that the labels/tickets delivered will be produced in accordance with the requirements of the applicable purchase order. The Purchaser will be solely responsible for the accuracy of the purchase orders. Therefore, the Seller assumes no liability directly or otherwise arising from errors of omission appearing in the documentation.

15.4. In no event will the Seller be liable to the Purchaser for any direct or indirect incidental or consequential loss, damage or injury and including without limitation loss of anticipated profits, goodwill, reputation, business receipt or contract or losses or expense resulting from third party claims.

15.5. Any cause of action for damages which the Purchaser may have shall be barred after the lapse of twelve months after the initial date of shipment of the goods with which the damage is directly connected.

16. Rescission of Contract

16.1 Unless and to the extent that performance of the contract in accordance with these Conditions is permanently impossible, the Purchaser may only rescind the contract on the ground of a failure to perform the contract by Seller if Seller also fails to perform the contract in accordance with these Conditions within an additional, reasonable term of which the Purchaser has given the Seller written notice. Rescission of a contract is only allowed to the extent that the contract has not been performed in accordance with these Conditions and that the Purchaser cannot reasonably be expected to maintain the contract in question.

17. Purchaser's Property and Materials Supplied

17.1 The Purchaser's property and all materials and equipment supplied to the Seller by or on behalf of the Purchaser will be held at the Purchaser's risk.

17.2 Without prejudice to the provisions of Conditions 14/15 where materials or equipment are supplied by the Purchaser the Seller shall be under no liability to the Purchaser for any loss, damage or injury direct or indirect in relation to the goods supplied and/or services provided resulting from defects in or unsuitability of such materials or equipment.

17.3 Where the Purchaser supplies materials and equipment sufficient quantities shall be supplied to cover spoilage.

18. Printing Matter

18.1 All things produced by the Seller such as but not limited to means of production, semi-manufactured products and aids and in particular type, design drawings, models, lithos, clichés, films, printing plates, screen printing matrices, cylinders, embossing plates and peripheral equipment shall remain the property of the Seller, even if they have been stated as separate items on the quotation, in the offer or on the invoice.

18.2 The Seller shall not be obliged to hand over the things referred to in the preceding paragraph to the Purchaser.

18.3 The Seller shall not be obliged to keep the things referred to in the first paragraph of this Condition 18 for the Purchaser. If the Seller and the Purchaser agree that such things will be kept for the Purchaser, a custodial fee may be charged by the Seller.

19. Force Majeure

19.1. The Seller shall not be liable to the Purchaser for any loss or damage which may be suffered by the Purchaser as a direct or indirect result of the Seller being prevented, hindered or delayed in the performance of its obligations under the contract by reason of any force majeure circumstances.

19.2. In this Condition 19 "force majeure circumstances" shall include, without limitation the following circumstances whether foreseeable or not: any Act of God, war, riot, strike, lock-out, trade dispute or labour disturbance, epidemic, accident, breakdown of plant or machinery, fire, explosion, flood, drought, government action, difficulty in obtaining workmen, materials or transport or other circumstances whatsoever outside the control of the Seller affecting the provision therefore by the Seller's usual source of supply or the manufacture of the goods by the Seller's normal means or the delivery of the goods by the Seller's normal route or means of delivery.

19.3. In force majeure circumstances the Seller may in its sole discretion terminate any contract for the supply of goods pursuant to these Conditions or cancel delivery of goods to the Purchaser or may, with the agreement of the Purchaser, deliver goods at an agreed rate of delivery commencing after any suspension of deliveries. The Seller or the Purchaser will not be entitled to terminate any contract by reason of any force majeure circumstances, if these circumstances will last or are expected to last for a period of one month or a shorter period.

19.4. If due to force majeure circumstances the Seller has insufficient stocks to meet all its commitments the Seller may apportion available stocks between its customers at its sole discretion.

20. Termination

20.1. If the Purchaser (being an individual) enters into a deed of arrangement or if a petition is presented for the making of a bankruptcy order against him or if he compounds with his creditors or if (being a company) an application for an order is made or a resolution is passed for the winding-up of the Purchaser (otherwise than for the purposes of amalgamation or reconstruction previously approved in writing by the Seller) or if a meeting is called to approve the appointment of a liquidator to the Purchaser or if a petition is presented to the Court for the appointment of a liquidator to the Purchaser or if a receiver, manager, administrative receiver or an administrator is appointed or a petition is presented to the Court for the appointment of an administrator to the Purchaser or over any part of the Purchaser's undertaking or if circumstances arise which might entitle the Court or a creditor or the Purchaser to appoint a receiver, manager, administrative receiver or administrator or which might entitle the Court to make a winding-up order or if the Purchaser takes or suffers any similar or analogous action in consequence of debt or commits a breach of any contract between the Seller and the Purchaser the Seller may without prejudice to any of its other rights stop any goods in transit and/or suspend further deliveries to the Purchaser and/or exercise its rights under Condition 8 and/or by notice in writing to the Purchaser terminate any contract with the Purchaser.

20.2. Upon termination of any contracts pursuant to Condition 20 any indebtedness of the Purchaser to the Seller shall become immediately due and payable and the Seller shall be relieved of any further obligation to supply any goods to the Purchaser pursuant to such contracts.

21. Waiver

21.1 The failure on the part of the Seller to exercise or enforce any rights conferred by the contract shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement thereof at any time or times thereafter.

22. Assignment

22.1 None of the rights or obligations of the Purchaser under these Conditions may be assigned or transferred in whole or in part without the prior written consent of the Seller.

23. Notices

23.1 Any notice required to be given hereunder in writing shall be deemed to have been duly given if sent by pre-paid first class post, telex or telefax addressed to the party concerned at its principal place of business or last known address.

24. Headings

24.1 Headings to any of these Conditions are included to facilitate reference only and shall not affect the construction hereof.

25. Governing Law, competent court

25.1 Any contract between the Seller and the Purchaser shall be governed by and construed and interpreted in accordance with the laws of the country of residence of the Seller, or at Seller's exclusive discretion, the laws of the country of residence of the Purchaser. The provisions of the United Nations Convention on Contracts for the International Sale of Goods ("the Vienna Convention") shall not apply.

25.2 Any dispute arising out of or in connection with the contract shall be brought before the competent courts of the country of the applicable law as per Condition 25.1

26. Governing language

26.1 In case of any ambiguities or differences between the English and foreign versions of these Conditions, the English version shall be controlling.

NOT ACTUAL COLOUR/SIZE



(Image is for reference only. It is of low resolution, and not accurate for colour or size.)

House Of Fraser
Roll Form
Flow Item

Item Code (Item Code): 1

Current Version:

Description:
1- HOF Swing ticket

Group (Group):
UK Roll Form

Sub Group (Sub Group):
Swing Ticket

Specification

Size: 32mm x 82mm

1 Across Roll Form Swing Ticket

Production and Pricing (All prices shown are per 1000)

Hong Kong	Turkey
US\$14.97	£10.36

NOT ACTUAL COLOUR/SIZE



(Image is for reference only. It is of low resolution, and not accurate for colour or size.)

House Of Fraser
Roll Form
Flow Item

Item Code (Item Code): 2

Current Version:

Description:
2 Fraser Large Barcode Self Adhesive

Group (Group):
UK Roll Form

Sub Group (Sub Group):
Large Barcode

Specification

Size: 35mm x 40mm
2 Across Roll Form Label

Production and Pricing (All prices shown are per 1000)

Hong Kong	Turkey
US\$11.68	£6.56

NOT ACTUAL COLOUR/SIZE



(Image is for reference only. It is of low resolution, and not accurate for colour or size.)

House Of Fraser
Roll Form
Flow Item

Item Code (Item Code): 3

Current Version:

Description:
3 - Fraser Small Barcode Self Adhesive

Group (Group):
UK Roll Form

Sub Group (Sub Group):
Small Label

Specification

38mm x 20mm
2 Across Roll Form Label

Production and Pricing (All prices shown are per 1000)

Hong Kong	Turkey
US\$5.52	£5.00

NOT ACTUAL COLOUR/SIZE



(Image is for reference only. It is of low resolution, and not accurate for colour or size.)

House Of Fraser
Roll Form
Flow Item

Item Code (Item Code): 4

Current Version:

Description:
4 -Fraser Price Self Adhesive

Group (Group):
UK Roll Form

Sub Group (Sub Group):
Price Sticker

Specification

Size:
20mm x 10mm
3 Across Roll Form Label

Production and Pricing (All prices shown are per 1000)

Hong Kong	Turkey
US\$10.31	£8.52

NOT ACTUAL COLOUR/SIZE



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House Of Fraser
Roll Form
Flow Item

Item Code (Item Code): 5

Current Version:

Description:
5 - Fraser Dumbell Self Adhesive

Group (Group):
UK Roll Form

Sub Group (Sub Group):
Dumbell

Specification

Size:
74mm x 10mm 1
Across Roll Form Label

Production and Pricing (All prices shown are per 1000)

Hong Kong	Turkey
US\$23.97	£6.84

NOT ACTUAL COLOUR/SIZE



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House Of Fraser
Roll Form
Flow Item

Item Code (Item Code): 6

Current Version:

Description:
6 - Long Self Adhesive

Group (Group):
UK Roll Form

Sub Group (Sub Group):
Long Sticker

Specification

Size:
26mm x 70mm
2 Across Roll Form Label

Production and Pricing (All prices shown are per 1000)

Hong Kong	Turkey
US\$15.99	£12.42



NOT ACTUAL COLOUR/SIZE



(Image is for reference only. It is of low resolution, and not accurate for colour or size.)

House Of Fraser

Roll Form

Flow Item

Item Code (Item Code): 7

Current Version:

Description:

10 -Small Self Adhesive

Group (Group):

UK Roll Form

Specification

Size:

41mm x 13mm

NOT ACTUAL COLOUR/SIZE



(Image is for reference only. It is of low resolution, and not accurate for colour or size.)

House Of Fraser

Roll Form
Flow Item

Item Code (Item Code): HOF-HL2

Current Version:

Description:

Self adhesive label

Specification

Size:
39 x 29mm

