

## Terms & Conditions

1. The Installation and Maintenance will be carried out to all of the relevant British Standards and NSI Codes of Practice.
2. Installations will be carried out at a date agreed as mutually convenient, usually within 14days unless items are out of stock. Maintenance visits are planned and if you are unable to meet the date we prefer, then normally we can move the visit to a mutually convenient date and time.
3. Should the Customer cancel an installation the deposit paid for Installations is non-refundable, once installation is complete and accepted by the Customer no refund will be made. Maintenance Contracts cover a period of 12 months and if terminated before the end of the term no refund will be due. When called out, once the Customer has signed the Engineers Ticket to accept the work carried out and parts used during his visit then no refund will be made.
4. An audible only Intruder Alarm to be maintained once every year. A remote signalling Intruder Alarm twice every year. Access & CCTV Systems once a year and Fire Alarms twice a year. Maintenance shall include 24 hour emergency call out provided by the company. Maintenance shall normally be carried out between 9:00am and 5pm Monday to Friday excluding Bank Holidays.
5. The maintenance contract is subject to the fees being paid in advance annually. The maintenance fee is due for renewal before the existing cover expires; failure to pay will eliminate the Service cover and if your premises insurance policy is based on a NSI certified maintenance it may become voided.
6. The equipment supplied by the Company and used in the installation or maintenance of the system will remain the sole property of the Company until all monies are paid. Monies for Installation are subject to payment at the time of installation. Any monies not paid are subject to interest at the current bank rate.
7. Should any of the equipment prove unsatisfactory for environmental reasons or if the Company are unable to procure the specified component then the Company reserves the right to replace this equipment after consultation with the Customer. This equipment will be equal quality and may incur additional cost. For Wireless Systems this may require a Repeater Unit(s) to be installed.
8. The System will be covered by a 12 months parts and labour warranty, which does not curtail the Customer's rights under "The Sale of Goods Act". Thereafter the cost of any replacement parts will be payable by the Customer.
9. The installation will be deemed to be completed on handover of the System to the Customer or their representative, notwithstanding the fact that work may remain to be carried out by the Telephone supplier, the Customer, contractors or other outside the control of the Company.
10. The Company will at all times offer its services within a reasonable time of notifying the Company that there is a fault within the system, the Company offers a 4 hour emergency call out as per the NSI guidelines. This applies only to those Customers **with a current maintenance contract**.
11. The Company will not be held liable for any loss incurred by the Customer where it is shown after due investigation that the system was operating normally.
12. The cost of replacing any parts damaged by the Customer, third party or an act of God will be charged to the Customer, plus the current rate per hour to bring the system back to full operation working order. A minimum charge will be made for one hour. The fee charged is payable within 28 days of the Invoice date. Failure to pay eliminates the Service cover.
13. Neither the Customer nor any third party shall interfere, move or tamper with any part of the system during the Maintenance period.
14. If the system is remote signalling i.e. Digital Communicator, Dualcom or BT Redcare, the Company will process the application. All charges incurred will be applied between the Customer and the supplier or other authority as applies.
15. The Customer shall:
  - a. Pay for any work required to the system due to fire, storm, dampness, accidental misuse, malicious damage, act of God, neglect of the alarm system or any replacement to the Customer's equipment.
  - b. Inform the Company of any alterations to the structure or layout of or to the fittings in the premises, or any major movements in the contents thereof including stock.
  - c. Give the Company reasonable notice before making any change of address, telephone number and email address of its business or trading names and shall notify the company of any proposed alteration or modification affecting the system.
  - d. At its own expense obtain all necessary wayleaves, permits or approvals, and at all times operate the system with due care.
  - e. Give 3 months written notice to cancel the maintenance contract; no refund is due and an administration charge will apply.
16. The Company reserves the right to increase the annual charges in the case of any increase in costs or outgoings. This would normally be guided by the retail price index.
17. The Customer shall be responsible for re-instatement or re-decoration made necessary by the installation, inspection testing, adjustment, removal or use of the system.
18. The contract shall be terminated without notice if the premises are destroyed by fire or any other catastrophe or so substantially damaged that the premises cannot be reasonably used by the Customer; any such termination shall not give rise to any claim by either party against each other.
19. The contents of the specification attached hereto (as from time to time amended) shall be read with and form part of this contract, but in the event of any inconsistency the contract shall prevail, no variation to this contract shall be recognised unless endorsed by the Company.
20. The Company shall not be liable for any loss or damage howsoever caused and without prejudice to the generality of the foregoing, shall not be liable for any loss or damage due to the failure of the system, or part thereof, or the suppliers performance or its duties hereunder or exercise of its rights hereunder or to the presence or use of the system on the premises.
21. A customer requesting work to be carried out during unsociable hours may incur increased costs.
22. The Company shall be entitled to transfer or assign any of its rights, or obligations through nominated subcontractors.
23. The Company reserves the right of access for itself or NSI for the purpose of installing, maintaining and inspection of the system at a reasonable time by the consent of the Customer.
24. If an Intruder Alarm is remote signalling and confirmed alarm it will require the Customer's acceptance of the liability with regard to the vulnerability of the premises on disabling the alarm confirmation signal on opening the entry door.