



TERMS AND CONDITIONS

These terms and conditions will apply to all services that we provide to any customer whether they be commercial customers or private individuals.

1. Definitions, etc.

- (i) "Applicable Standards" means those adopted by any approvals or regulatory organisation by which the Installer is for the time being recognised or any modification or replacement thereof, current at the date of this Contract.
- (ii) "Authority" means any private or public organisation, body or association which provides response service in relation to security or alarm systems, or which is otherwise involved in the monitoring of security or alarm systems.
- (iii) "Corrective Maintenance" means the diagnosis and repair of faults and defects including defects discovered during Preventative Maintenance work or as a result of emergency call-out.
- (iv) "Contract" means the contract for the installation, maintenance, and/or monitoring of the Installation between the Customer and the Installer.
- (v) The "Customer" means any company, firm or individual or agent thereof to whom the Installer's Quotation or Contract is addressed.
- (vi) The "Installation" means that security or alarm system and items of associated equipment described in the system design specification and which is the subject of this Contract.
- (vii) The "Installer" means the person, partnership or company which is undertaking to install, maintain, and/or monitor the Installation which is the subject of this Contract.
- (viii) "Maintenance Contract" means the Contract between the Customer and the Installer for the maintenance of the Installation for the duration of the Maintenance Contract Period
- (ix) The "Maintenance Contract Period" is that period quoted in Section I of the Contract and accepted by the Customer and commences initially on the date of issue by the Installer of a Certificate of Compliance for the Installation or may commence on any anniversary of that date thereafter.
- (x) The "Maintenance Contract Price" is that price payable by the Customer in Section I of the Contract and may be subject to reasonable increase (based on the Retail Price Index or other suitable measure) on an annual basis, during the Maintenance Contract Period, to cover increases in wages, rates, travelling costs, and any other relevant prevailing factors since the date of the Contract.
- (xi) "Preventive Maintenance" means inspection, testing and adjustment of the Installation to confirm satisfactory operation or to identify any faulty items or processes to the Customer.
- (xii) The "Quotation Price" is that price accepted by the Customer in Section E of the Contract and is not subject to revision except by agreement in writing of both parties.

2. General

- (i) Acceptance of the Quotation includes acceptance of the following terms and conditions as well as any which may have been added in the system design specification, which may specifically override these Terms and Conditions of trading and will take precedence if necessary for purposes of interpretation.
- (ii) Nothing in these Conditions will reduce your statutory rights relating to faulty and misdescribed goods. For further information about your statutory rights you can contact your local authority Trading Standards Department or Citizens Advice Bureau.

3. Basis of Quotation for Installation

- (i) Installing work is to be done during normal working hours, i.e. Monday to Friday 8.30 a.m. to 4.30 p.m. (statutory holidays excepted). Any extension of such hours or period directly or indirectly caused by the Customer shall entitle the Installer to charge any reasonable extra costs resulting.
- (ii) Variation or additional work ordered by the Customer shall be charged on the basis of reasonable time and materials at rates and costs current at the time of such work (unless separately agreed in writing prior to the variations/additional work starting).
- (iii) Unless otherwise specifically agreed, the Quotation Price does not include any extraneous work, making good, re-decoration, carpet laying, building or carpentry work etc. and is contingent on engineers having unhindered access to doors, windows, cable runs and all other areas where work has to be carried out.





- (iv) Any item of equipment not actually sold to the Customer shall be denoted as such in the system design specification and shall be subject to separate rental and/or maintenance terms as may be appropriate.

4. Terms of Payment

- (i) Unless otherwise agreed, the specified deposit shall be due and payable by the Customer on acceptance of the Quotation.
- (ii) The outstanding balance of the Quotation Price shall be due on completion of the Installation ("the Final Date for Payment") and prior to handover of keys or keypad code to the Customer.
- (iii) The Installation shall remain the property of the Installer until all sums due and payable by virtue of this paragraph have been received by the Installer, but the Customer shall nevertheless at all times be responsible for loss of and damage to the Installation unless such loss and/or damage arises from the neglect of the Installer, its employees or agents.
- (iv) We reserve the right to charge interest on unpaid invoices, such interest to be compounded quarterly from the date of the invoice to the date of payment at a rate of 3% per month.

5. Completion

The Installer will use its best endeavours to effect completion of the Installation by the agreed completion date, but it cannot be held liable for any loss or damage resulting from delay or non-delivery due to causes beyond its control.

6. Liability for Loss or Damage

- (i) The Installer does not know, and shall not be deemed to know, the true value of the Customer's property or premises, and is not the insurer thereof.
- (ii) Apart from death or personal injury, the aggregate liability of the Installer and its staff for any breach of contract, breach of statutory duty or negligence arising out of this contract, or presence at the Customers premises shall be limited to £10,000,000.00 for any kind of loss or damage whatsoever. The Customer shall notify the Installer of any claims within 30 days of the occurrence giving grounds for such claims.
- (iii) Although the Installation is designed to the best of the Installer's skill and knowledge to reduce the risks of loss or damage or to deter intruders (as the case may be) the Installer does not represent or warrant that the Installation may not be neutralised, circumvented or otherwise rendered ineffective by the Customer, intruders or other unauthorised persons, and in such event it shall not be liable for direct or indirect loss or damage suffered by the Customer, intruders or other unauthorised persons.
- (iv) In view of the previous sub-paragraphs (i) to (iii) inclusive, the Customer acknowledges that he, she or it should affect separate insurance cover.

7. Guarantees

For one year from the date of handover the Installer shall carry out replacement or repair of parts and rectification of faults free of charge and to the Applicable Standards except for any such things made necessary by wilful or negligent act of any person (other than the Installer, its employees, and agents), or by some other cause or peril beyond the Installer's control.

8. Ownership

Until full payment is received as referred to in Section 4 above, every part of the Installation and associated equipment shall remain the property of the Installer and the Customer irrevocably grants license in the event of his, her or its default, to enter upon his, her or its premises to recover the same whether fixed or unfixed provided the Installer shall first obtain an Order from a Court of Law permitting entry into the Customer's premises. Until recovery of the Installer's property, the Customer shall take reasonable care of same and shall pay the Installer's reasonable costs of replacing or repairing the same.

9. Installer's Obligations

- (i) In consideration of the Quotation Price specified and paid or to be paid by the Customer, the Installer undertakes to install the Installation in accordance with the Applicable Standards adopted by the approvals or regulatory organisation by which the Installer is for the time being recognised, to the best of its ability and that such equipment used in the Installation shall be fit for the purpose intended.
- (i) In consideration of the Maintenance Contract Price specified and paid or to be paid by the Customer within 30 days of the date due and annually thereafter in advance on the anniversary of that date to the Installer, the Installer will, for the duration of the Maintenance Contract Period specified, carry out maintenance inspections of the Customer's installation together with other services where applicable as specified in paragraph. 9(iv) below.





- (ii) This Combined Quotation/Sale and Maintenance Contract document relates only to the Installation described in the system design specification which is the subject of that document, and the maintenance provisions shall only apply if agreed between Customer and Installer.
- (iii) When the Contract document provides for maintenance service, the Installer agrees, subject to reasonable access to the site and installation being available, periodically to inspect, test and adjust the Installation and to carry out all necessary maintenance on the number of visits set out in the maintenance contract document in accordance with the Applicable Standards during normal weekday working hours (Monday to Friday 08.00-17.00), upon giving reasonable notice to the customer of any visit for this purpose. Additional services such as various monitoring services and shall also be supplied on a 24-hour basis if included within the maintenance contract price and accepted by the Customer.
- (iv) All call outs either inside or outside of normal working hours will be attended to within four hours unless requested otherwise prior to the maintenance agreement being signed.

10. Customer Obligations

- (i) The Customer agrees to pay in addition to the Quotation Price and the Maintenance Contract Price (if any) for the cost of any works from time to time required to upgrade the Installation to a state which complies with the relevant Applicable Standards.
- (ii) To pay for all necessary repairs and replacements to the Installation unless these are covered by guarantees or extended guarantees of the Maintenance Contract or where they are necessary due to the neglect of the Installer or its employees.
- (iii) Where the Installation has been installed so as to be linked with any Authority or monitoring service and where it has operated so as to register with such Authority or monitoring service then the customer shall immediately notify the Installer.
- (iv) Not to permit anyone (including the Customer himself) other than the Installer to test, adjust or reset or interfere with the Installation or any part thereof. In the event of a breach of this provision the Installer shall be entitled to terminate the Maintenance Contract forthwith upon its discovery.
- (v) To permit the Installer's staff and agents (and Inspectors representing any approvals or regulatory organisation by which the Installer is for the time being recognised) from time to time to have access to the Customer's premises at all reasonable times.
- (vi) Not to charge, pledge or otherwise deal with any of the Installer's equipment or installation which has not already been sold to the Customer nor part with possession of the same or remove or permit it to be removed from the Customer's premises.
- (vii) To notify the Installer of any proposed structural alteration to the premises or any other modification which may affect the existing installation. Any extension to or alteration of the Installation which may become necessary shall be carried out by the Installer at the additional expense of the Customer.
- (viii) To notify the Installer as soon as practical (and preferably at once) after the appearance of any defect in the Installation, and to permit the Installer to take such steps as it thinks fit to remedy such a defect.
- (ix) To ensure that the external alarm bell does not cause a nuisance as defined by current Noise Pollution legislation from time to time. Arrangements must include an automatic device, limiting bell noise to 20 minutes and for two keyholders to be available within this time [current legislation includes London Local Authorities Act 1991, Environmental Protection Act 1990, Control of Pollution Act 1974 Scotland, Noise and Statutory Nuisance Act 1993].
- (x) The Customer is to obtain and pay for the telephone line or other telephone company apparatus required for monitoring or remote signalling (if any) as well as other necessary facilities, consents, permits, licenses, way leaves or approvals required for installing the system. However the Installer will assist by putting the telephone company in touch with the Customer for provision of the requisite type of service.
- (xi) To register with the 'Information Commissioner's Office' (ICO) if the installed system is utilized for the processing of sensitive personal information as defined in the Data Protection Act. If the installed Security system includes CCTV and images of individuals are routinely captured, it is up to the customer to determine whether the ICO Code of Practice for CCTV should also be adhered to. (The ICO can be contacted on 01625 545 745).





11. Termination of Maintenance Contract

- (i) Either party may terminate the Maintenance Contract (if applicable) by not less than one months' notice in writing to that effect to expire upon the day before any anniversary of such Maintenance Contract.
- (ii) Either party may terminate the agreement during the Maintenance Contract Period by serving a notice in writing on the other party of not less than three months.
- (iii) In the event of such termination the Customer shall forthwith return to the Installer any part of the Installation and any other equipment which is rented by the Customer from the Installer. The Customer shall thereafter be responsible for making his, her or its own arrangements in regard to any monitoring or other continuing services which may be required, it being a condition that monitoring services will only be provided by the Installer or his agent when a current Maintenance Contract exists between the Installer and the Customer.
- (iv) Even though the Contract may be terminated the Installer and his, her or its agents shall have the right upon reasonable notice to enter the Customer's premises (subject to obtaining prior approval from a Court of Law) to remove any equipment belonging to the Installer and subject to reasonable disturbance only shall not be liable for any loss or damage occasioned thereby.

12. Force Majeure

Any failure by the Installer to perform any of its obligations by reason of any cause beyond the control of the Installer shall be deemed not to be a breach of this Contract.

13. Data protection and confidentiality

- (i) We will comply with any relevant data protection legislation in Jersey.
- (ii) We shall not disclose to any third parties any personal data or privileged or confidential information relating to the Customer or to any instructions handled by us on the Customer's behalf ("Information"), unless and except if (i) such disclosure is permitted under these Terms (ii) we otherwise have the Customer's consent to do so (iii) we consider it appropriate in the proper conduct of the instructions (iv) such Information is already in the public domain or (v) we are required or permitted to do so by law, or by the rules of a professional body, or by a governmental, judicial or regulatory authority.
- (iii) We may collect, use and process Information for or in connection with, amongst other things (i) the provision of our services to the Customer and any purpose ancillary to the provision of our services (ii) otherwise in connection with our business (including, without limitation in connection with marketing, credit control and debt management, analysis of our business and generation of internal reports and accounts and assessment of risks to our business).
- (iv) We may disclose Information to (i) internally within the company; (ii) credit reference or fraud prevention agencies, which may retain a record of the Information disclosed to it (iii) other professional advisers instructed by or on behalf of the Customer (vi) service providers that provide services to us (v) individuals within the Customer's organisation and members of the Customer's group, if any and (vi) to third parties for marketing purposes and/or business development purposes where specifically permitted under these Terms or where the Customer has authorised such disclosure.
- (v) The Customer specifically consents to any collecting, processing and disclosing of Information for the purposes referred to above that may involve (i) the collecting and processing of personal data and/or sensitive personal data belonging to the Customer, persons engaged or employed by the Customer and other individuals and (ii) the transfer of Information, in accordance with applicable laws, both to, from and within the EEA (which for these purposes is deemed to include Jersey), including transferring Information to jurisdictions where data protection laws may be weaker than those within the EEA.
- (vi) The Customer shall obtain such consents as may be necessary from its directors, officers, employees and any other individuals for the collecting, processing and disclosure of Information relating to such persons as referred to above.
- (vii) We take reasonable steps to protect Information that we hold from unauthorised access, modification or disclosure.
- (viii) We may wish to refer to the Customer in our marketing material, including our website. Unless the Customer advises us otherwise in writing, we can assume that the Customer has no objection to us so doing.

14. Applicable Law and Category of Jurisdiction

This Contract is subject to the Laws of Jersey, Channel Islands and the parties shall submit to the jurisdiction of the Courts thereof.

