

Guarantees, Terms and Conditions

The terms and conditions are set as listed below by the management of Security And Fire Experts Ltd unless stated otherwise in writing by either the senior management or a director of the company.



PAYMENT TERMS

- All provided prices are nett and are exclusive of VAT.
- **Our payments terms are strictly 30 days from date on invoice**, we hope the contents of this quotation meet with your approval, and look forward to receiving your instructions in due course
- We reserve the right to charge anything from 2-5% per WEEK for overdue accounts plus ALL costs incurred in recovering the debt under the late payment of Commercial Debt Act (1998).
- S.A.F.E. shall be entitled at any time to repossession and to enter upon the client's premises or where the goods and products may be with such transport as may be necessary and to repossess any goods or products which remain the property of S.A.F.E.
- S.A.F.E. reserves the right to suspend, delay or cancel the delivery of some or all the goods/service or require advance payment for them if the client is or reasonably appears unable to pay its debts and in those circumstances S.A.F.E. shall also retain any other rights it has against the client.
- We have assumed that there are no M&E major project agreements, and that interim payments may be applied throughout larger projects should we see necessary.

WHAT OUR CONTRACT COVERS

- Standby cover for this system is 24 hours a day under an annual contract.
- All emergency call out attendances are chargeable at normal rates.
- All labour and spare parts are chargeable.
- Charges may be made for labour, materials and any overheads by the company at its normal rates in the following cases;
 - The system is damaged by an intruder, the customer, a service agent of the customer or an authorised visitor to the customer's site.
 - Hardware failure.
 - System damage caused by fire, floods, lightning, vermin or an act of god.
 - Alarm activation caused by misuse, damage, or negligence of the customer, a service agent of the customer or an authorised visitor to the customer's site

TERMS OF OUR CONTRACT

- The customer shall keep a record of any operational incidents in a log book.
- The customer shall promptly advise of any environmental changes to the site or system to our company.
- Visits made by the company as a consequence of any changes to the system will be chargeable until any necessary alterations to the system have been agreed by both parties.
- Contract price increase: S.A.F.E. has the right to review the contract annually to determine any increases in support and services of the system(s) or increases due to any additional equipment installed or added to the system(s)
- Three months notice must be given prior to the end of the contract date if you wish to terminate the contract, failure to do so will result in a further automatic twelve month contract renewal and associated costs.

OUR QUOTATIONS ARE BASED UPON THE FOLLOWING UNLESS OTHERWISE STATED

- All quotations are valid for a 30 day period from that stated upon the quotation or until the company announces or applies any price changes, whichever may be the sooner, after which they may be subject to price amendments. Please note that we cannot guarantee the battery prices and other bought in products within this quotation due to the uncertainty within the world wide battery market at present.
- Only works stated in this quotation are included in the submitted costs.
- S.A.F.E. reserves the right to implement a 4-6 week turnaround time on this quotation following receipt of your written order being acknowledged by our sales department.
- We will utilise all available and suitable ceiling voids, ducts, cable trays, and trunking. Should the specification identify requirements for containment or supports such as cable trays, trunking, channels and the like, these shall be provided free of charge by the client, to enable the wiring of cables and equipment.

continued on next page



Unit 9, J2 Business Park, Bridge Hall Lane, Bury BL9 7NY

Security And Fire Experts Ltd. Registered in England No.6853213
Registered Office: Unit 9, J2 Business Park, Bridge Hall Lane, Bury BL9 7NY.
VAT Registration No. 948 8533 68.

keeping your business 
SAFE and secure

- All cables and equipment will be installed in accordance with the manufacturers' guides and best practices.
- Trunking or conduit may be used to encase cables where appropriate at S.A.F.E.'s discretion.
- With reference to 230 volt ac supplies we have assumed that the electrical installation (especially earthing arrangements) complies with current IEE wiring regulations. Where new 230 volt ac supplies are required we have based our quotation on the basis that these will be supplied by you (the client) at no cost to ourselves.
- All works will be carried out during normal office hours and based upon a continual basis Monday to Friday – 8.00am to 5.00pm. Charges may be incurred if we are refused access or prevented from working onsite at an arranged time or date or during normal office working hours.
- If we have quoted to replace your existing control panel we are assuming all associated cabling and equipment is fault free. No allowance has been made for remedial work in this respect.
- The quotation does not include for the supply and/or erection of staging and scaffolding, or any special supporting steelworks where required (unless otherwise stated). Please be aware that our employees are not insured for hired plant that you the customer order on our behalf. Hire/plant companies only insure the company which places the order with them. Therefore any access plant required not owned by the customer must be ordered by S.A.F.E.
- Audibility of sounders is a subjective matter, which can only be satisfied during our final commissioning tests, and any remedial work in this respect will be subject to additional costs.

EXCLUSIONS

- All building works except for the drilling of holes that can be carried out by the use of standard hand tools in normal office hours.
- All chasing out fire stopping, making good and re-decoration of walls other than nominal filling of holes after drilling is completed.
- Any repair works required from major drilling works, or damage due to the age and existing condition of the building.
- Where we have allowed for the removal of old and existing cables and equipment from visible areas patching up, redecoration works and specialist removals will need to be arranged by the client.
- Any works to be carried out around or near asbestos type surfaces. If asbestos is found during our works it will be brought to the client's attention who will have to act upon the information given to ensure the work area is safe before we proceed. Additional costs may be incurred for installation work carried out adjacent to asbestos.
- The disposal of any redundant hazardous equipment. Special arrangements will need to be taken by the client.
- The removal and replacement of fixtures and fittings including furniture, carpets or client stock.
- Electrical power and lighting.
- Site welfare, storage and administration facilities.
- Our costs do not include for our engineers to attend any site induction/training courses. If this is a requirement on this particular site additional costs will be incurred and charged on a day work rate basis for our engineers' time in attendance at any such courses.
- No as fitted drawings or manuals will be supplied for supply and commission only options.
- Where we have quoted to install a gas extinguishing or aspirating detection system, we have not included any earth bonding of pipe work and cylinders within our quotation.

OUR 12 MONTH GUARANTEE COVERS

- Any installation carried out by the company as stated on the letter headed certification provided, signed and dated by a S.A.F.E. representative, will be covered for a 12 month period providing a maintenance contract has been placed with our company.
- Any device installed by S.A.F.E. that becomes faulty under normal operating conditions, during this time period, it will be replaced at no cost to the customer. (Lamps excluded)
- The cable installation will be covered provided it remains unchanged; any changes must be carried out by a S.A.F.E. engineer.
- All the commissioning must be carried out by a S.A.F.E. engineer.

EXCLUSIONS FROM OUR GUARANTEE

- Any devices that have been removed or replaced by any person, other than a S.A.F.E. engineer.
- Any devices that have been damaged due to misuse by the customer, a service agent of the customer or an authorised visitor to the customer's site.
- Any damage caused by an act of god such as water ingress, storm damage, lightning, structural damage or vermin damage.
- Any alterations to the design, wiring or programming will invalidate any and all guarantees provided by our company.



Unit 9, J2 Business Park, Bridge Hall Lane, Bury BL9 7NY

Security And Fire Experts Ltd. Registered in England No.6853213
Registered Office: Unit 9, J2 Business Park, Bridge Hall Lane, Bury BL9 7NY.
VAT Registration No. 948 8533 68.

keeping your business 
SAFE and secure