



Installation terms and conditions

Please read this document carefully as it will tell you everything you need to know about how we deal with each other when we carry out installation work in your home or business. If you have any questions, please let us know as soon as possible. We (Europe Home Security Limited) will carry out the work set out in your quotation for the price that is stated under the following terms and conditions.

1. Your quotation is valid for 30 days and we must begin the work within 90 days of your acceptance (verbally or otherwise). After this time your quotation and any **special offers** will no longer be valid and you will need to get another quotation.
2. The price we quote does not include the cost of removing any dangerous waste materials, such as asbestos, that we could not reasonably identify when we gave you your quotation. You can call a specialist contractor to remove these dangerous materials or we may be able to arrange for them to be removed at an extra cost. When asbestos is removed you will need to produce a 'site clearance for reoccupation' certificate, which you can get from the asbestos removal company, before we can continue to work at your property / premises.
3. The price we quoted includes removing all non-dangerous materials.
4. Any time frames we give you are our best estimates and we will do what we can to keep to those time frames. Where there are likely to be delays we will let you know as soon as possible and agree new time frames with you. The time it takes us to complete the work has no effect on the price we quote you, subject to adherence to pre-installation checks (see section 9).
5. We may need you to lift carpets or take up all or some of the floor coverings, including tongue-and-grooved floor coverings and parquet hardwood, rubber or tiled floors, so we can complete the work. We will give you as much notice as possible if we need you to do this. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost. If we do any of this work for you we will only be responsible for any unnecessary damage caused directly by our negligence and it will be your responsibility to put the flooring back once the work is completed.
6. We will take care to carry out the work without causing damage to your property. If we cause unnecessary damage because of negligence we will put it right. Sometimes the work means we have to create access to internal walls to pull cables through walls and this can cause damage to things like inside and outside finishing's such as tiles, wall coverings, coving, plaster and paint. You may need to redecorate, repair or restore certain areas once the work is completed – this is not included in the price we quote and you will be responsible for this, however, we will advise you in advance.
7. If you are a tenant, you will need your landlord's permission before you can allow us to start the work, and we may need you to give us evidence that you have got this permission. If we carry out work at the landlord's property and you have not got permission or have given us false or inaccurate information, you will compensate us for any losses we suffer because of your failure to get your landlord's permission.
8. If your property is a listed building, it is your responsibility to make sure that you get any permission you need before we start the work, and we will need evidence from you that you have got this permission. If you do not get the permission you need, you may be prosecuted in the criminal courts. We will not be able to start any work if you have not got the appropriate planning permission or if you are unable to give us evidence that you have this permission. If we carry out work at your property and you have given us false or inaccurate information, you will compensate us for any

losses we suffer because of your failure to get the permission you needed, which may include court fines and penalties.

9. Pre-Installation checks. Prior to the installation commencing (as detailed in the appropriate quotation), Europe Home Security Limited will require:

- An adequate electricity supply
- Access too Router information including user names and passwords (if applicable)
- Access too premises and assurance of a safe working environment.
- Adherence to any Health and Safety Legislation (where required)
- Advise of any work to be completed by third parties that may affect the installation of our security products e.g. plastering, painting, electrical installations, internet installation, installation of fixtures and fittings etc.

In the event we have not been advised appropriately by the customer of the aforementioned points and we have to re-visit the premises / property, we reserve the right to charge appropriate fees as detailed in our current price..

10. Where we have connected new equipment to your existing system (e.g. LCD TV, Monitors, Existing cables, Routers, Cameras, SKY, Freeview), we cannot accept responsibility for the cost of repairing or replacing parts of your existing system that later develop faults, unless we have been negligent in not realising that this damage to your existing system would happen or unless the way we carried out the work was negligent and this caused the fault.

11. We are not responsible for providing user names and passwords for Routers which are required for remote access - this information can only be provided by the ISP (Internet Service Provider). In the event we require this information it is the client's responsibility.

12. Were applicable, despite our best endeavour to connect the clients LCD TV, monitor, smart phone, PC, Mac, tablet, iPad and / or any other similar electronic device for remote access and / or local viewing, we are not obligated or responsible in the event that these electronic products are unable to connect or do not function. Whilst we will prove the remote or local viewing facility is available by connecting our own electronic devices, ultimately it is the customers responsibility to organise the connection to each electronic device require for remote access or local viewing as required.

13. We cannot be responsible if we cannot meet our responsibilities because of things beyond our control including, for example, poor weather conditions, industrial disputes and strikes.

14. You must pay the deposit shown on your quotation when you accept the quotation (if applicable). You must pay the quoted price for the work when we have finished the installation unless you have signed a credit agreement. Your credit agreement terms and conditions are in addition to this agreement.

15. Notice of the Right to Cancel:

You are entitled to cancel this agreement. If you are thinking about cancelling, please call the person you have been in contact with regard your quotation. After confirming your cancellation request with the person as aforementioned, in the event you still want to cancel, you must do this in writing and send it by recorded delivery or registered post (or deliver it personally) too:

Europe Home Security Limited, Unit 16 Leeway Ind. Estate, Leeway, Newport, Gwent, NP16 4SL
At any time **within seven days from the date you have agreed (verbally or otherwise) to the date of installation.** Your notice will apply as soon as you have posted it to us on condition you have also contacted us verbally as previously stated.

If you cancel this contract after the seven day period, we reserve the right to charge for our reasonable costs. This will include our reasonable time and costs for the design and specification of any security and/or surveillance equipment and any costs with regard the return and/or cancelation of specific equipment to our suppliers involved in the completion of the installation e.g. rental cancellation for mechanical devices and lifts required to complete the installation.

If there is a significant delay in the installation that has NOT been mutually agreed between all parties or caused by events beyond our control, then you will have a right to cancel this contract without any obligations and receive a full refund, where applicable (within 14 days).

16. We can cancel this agreement at any time by giving you written notice. If we cancel this agreement without good reason, we will pay you any reasonable costs you have to spend or losses you suffer as a direct result of our cancellation.

17. Using personal information: We and other organisations may also access and use information about you that credit-reference and fraud-prevention agencies give us to, for example: check details on applications you make for credit and credit-related services; check your identity; prevent and detect fraud and money laundering; manage credit and credit-related accounts or services, recover debt.

If you have an account and do not repay money you owe in full and on time, credit-reference agencies will record this debt. They may give this information to other organisations and fraud prevention agencies to carry out similar checks, find out where you are and deal with any money you owe. The credit-reference agencies keep records for six years after your account has been closed and either you have paid the final debt or we have taken action against you to recover the debt.

If you want to see what information credit-reference and fraud prevention agencies hold about you, you can contact the following agencies currently working in the UK. The information they hold may not be the same, so it is worth contacting them all. They will charge you a small fee.

CallCredit Phone: 0870 060 1414 www.callcredit.co.uk

Equifax plc Phone: 0870 010 0583 www.myequifax.co.uk

Experian Phone: 0870 241 6212

18. Installation completion. Following the installation as detailed in the appropriate quotation, Europe Home Security Limited:

-Will test and check the installed product is functioning normally

-Will provide basic training for basic operations, on the day of installation

-Will help NEW security system operators by answering questions post installation via email

-Will expect payment (the payment method as mutually agreed) as detailed in the quotation

-Will NOT provide installation and technical manuals unless mutually agreed.

-Will consider payment as acceptance of the installation work carried out and products provided as detailed in the appropriate quotation. In the event that you are not completely satisfied with the work that has been completed, it is important to immediately inform the engineer and make him aware of your concerns prior to the engineer leaving your premises.

19. Installation warranty: Europe Home Security Limited provides a Standard Warranty on all installations and products as detailed on the sitemap of their website (subject to change). The opportunity will be provided within a limited period following the security installation to upgrade from the Standard Warranty – additional charges will apply.

20. Limitation of Liability: Neither Europe Home Security Limited nor its suppliers shall be liable to you or to any third party for any damages either direct, indirect, incidental, consequential or otherwise (including in each case, but not limited to, damages for the inability to use the equipment or access data, loss of data, loss of business, loss of profits, business interruption or the like) arising out of the use of or inability to use the security device even if Europe Home Security Limited has been advised of the possibility of such damages. Notwithstanding the above, neither party's liability for death or personal injury resulting from its own negligence shall be limited.

21. Your quote, together with these terms and conditions, set out the entire agreement between you and us. Nobody else will be able to benefit from this agreement. This agreement is governed by the laws of England and Wales.

Signed: _____ (Customer) Date: _____