

Bourne End & Henley Security Systems Ltd

1 Marina Office · Harleyford Estate · Henley Road · Marlow · Bucks · SL72DX
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Terms & Conditions

1. **Bourne End & Henley Security Systems Ltd** will be known hereafter as **BEHSS** in this document.
2. New Alarm Installation work will be carried out in accordance with **PD 6662: 2010 BS8243**.
3. The **GDPR** is a piece of EU – wide legislation which will determine how peoples personal data is processed and kept safe and the legal rights individuals have in relation to their own data.
We already highly value and protect all our staff and customer data and will continue to do so in the presence of **GDPR**.
4. Quotations are **valid for 30 days** (excluding special items). Prices of equipment supplied during the course of an installation may be subject to variation, in particular cable and special items; however we will endeavor to keep to our quotation prices.
5. All quoted work is subject to V.A.T. at the appropriate rate.
6. **Title** to any equipment supplied during the course of installation will remain property of **BEHSS** until full payment has been made, in accordance with terms outlined herein.
7. Quotations are **fixed price**, only extras will be charged as agreed with customer.
8. Where carpets are lifted in order to lay cables against the gripper rods or through the floor space, we will reinstate them. However if a professional refit is required no cost will be passed to **BEHSS**.
9. Making good. Cutting of chases and boxes etc. may loosen plasterwork or blocks. All making good and redecoration will be the responsibility of others and no costs will be passed **BEHSS**.
10. We will remove all rubbish from site, or it will be left in your waste container on site.
11. The client should remove any personal, fragile or valuable items for safe keeping during the installation.
12. **Retentions** or commissions will not be paid by **BEHSS**; no allowance for this is made in our costings.
13. **Returned items** or a system cancellation within 7days of scheduled installation date will be subject to a handling cancellation charge of £75.
14. All advice on equipment to be used and the design proposal of any system is given in good faith. The title of any drawings and specifications rendered by **BEHSS** remain our property and can only be reproduced with our written permission.
15. We take no responsibility for false alarms resulting from defective manufacturer's equipment or misuse of system.
16. Intruder alarms and others systems that may be affected by external sources i.e. mains interference or storms etc. This will not be under the liability of **BEHSS**.
17. **Warranty** of any of the installations is 12 months. This does not include any accidental damage to a system or replacement batteries, also out of hours call outs.
18. **Payment Terms** as detailed in our quotation, or on completion of work. If payment is not made after this time an interest charge of 2.5% over base per month will be made until settlement.
19. Where deposits are required these must be paid prior to any work commencing
20. **Maintenance** of systems, as detailed in our quotation, Parts will be charged where outside any warranty period. Costs of visit may alter without notice after the first year. Any replacement batteries required and supplied at the time of the service appointment will be charged in addition to service charge.
21. Where clients decline system support and maintenance, any calls will be subject to our non-supported call out charges; we cannot guarantee a response in these circumstances. Supported client call-out fee's do not apply.
22. **Monitoring/Alarm Receiving Centre**, We will use an approved central station for handling all monitored alarm signals. Any cost increases or changes made will be passed on to the client. (not applicable to speechdialers) we reserve the right to alter an ARC without notice.
23. It is a requirement for all new installations with external sounders that the client informs the appropriate local authority within 48hrs of the system becoming live.
24. Where systems are connected to a central station ARC, maintenance visits will be required at six-month intervals.
25. It is the customer's responsibility that all keyholder details are kept up to date and immediately inform **BEHSS** of any changes.
26. Properties that are **pre-wired** by others are not covered as part of our warranty; we cannot accept liability for other contractor works in terms of standards or system performance.

27. Where systems are taken over for service and support purpose only, any existing equipment not supplied and installed by **BEHSS** we will not be held responsible for its performance to cover area specified or its reliability.
28. Where any equipment which is part of the system is removed tampered with or taken apart by anyone other than an engineer or individual employed by **BEHSS** this will invalidate all warranty and liability in relation to system performance or subsequent failure
29. Surveys are carried out in good faith and risk assessment is based on discussions and what is viewed on the day of the survey, **BEHSS** cannot be held responsible for the addition of items or the increased security risk subsequent to our visit.

30. Completion will be subject to manufacturers and suppliers delivery. Every effort will be made to complete work to required dates
31. Wireless systems can be susceptible to external influences this can be environmental, **BEHSS** cannot be held responsible for any influence of this nature. Either relating to the performance or reliability of the system functionality.
32. **Detector Limitations:**
 - Detectors and cables are tamper protected, however please be aware that a covered detector lens in some graded systems will not activate an alarm condition or detect this has occurred.
 - Movement detectors detect movement within their field of view and range specified, they will not detect into alcoves or around corners or through glass or screens. Our spec locations are approximate only.
 - We recommend that valuables are kept within the protected areas also avoid valuable items being within view easy reach of windows.
 - It is the customer's responsibility to ensure that the area of cover is maintained, we recommend regular walk testing to ensure the cover is as required and the device is providing adequate protection.
 - Pet friendly detection devices have limitations, Dual-Tech devices have an animal weight tolerance to 45kg, PIR devices have a tolerance to 13kg, this can vary according to the manufacturer's advice. All pet friendly devices have a reduction in their detection pattern against standard detectors.
33. **Monitoring & APP Connections;**

We do not warrant that the Customer's use of the Monitoring Services will be uninterrupted or error free and cannot be responsible for failure of this Monitoring Services or poor performance of the Monitoring Services or any other loss or damage if that failure or poor performance results from

 - Defects in any parts of the Security System which have not been supplied by us or as clause 27
 - The signal from your Security System failing or being interrupted as a result of a power failure or problem with the telephone or internet connection or wireless transmissions of the equipment at the Property
 - The storage of Customer data on servers or the transfer of data over communications networks and facilities (including the internet) owned or operated by third parties and the Customer acknowledges that the Services may be subject to limitations, delays and other problems inherent in the use of such third party servers or communications facilities