

Terms & Conditions

This agreement should be read carefully as it contains the 'terms and conditions', which will form a contract between W. Hodgins T/A 'Sutterton Surveillance Systems' and our customers.

This section is easily available from any page on our website, advertise on all our quotes, and not restricted in any form. Should you not agree with any of these terms, please do not use our services.

"Legal"

Legal name is "W. Hodgins T/a Sutterton Surveillance Systems", AKA 'Sutterton Surveillance Systems', 'Sutterton Surveillance' or 'SSSCCTV'. Main office located at 168, Marsh Road, Sutterton, BOSTON, Lincolnshire. PE20 2LT

"Communications"

To protect both parties all our communications, (including Telephone calls, Texts, Social media Messages etc) are recorder and stored for future reference if required.

"Disclaimer/s"

Sutterton Surveillance Systems provides surveillance systems only, not to be confused with security systems, we recommend that any surveillance system should only be used as part of a security system, and hopefully to aid in the deterrent of illegal activities.

Any advice given by 'Sutterton Surveillance Systems', shall be just advice, final decision including location of cameras/views will be made by the customer.

'Sutterton Surveillance Systems' shall not be held liable to any illegal activities including but not exhausted to theft and damage the client may suffer during or after any surveillance installation.

We reserve the right to cancel, refuse or cease any installation if we believe our products are to be used, or aid any illegal activities.



“Quotes”

- All quotes are valid for 7 days from date marked.
- Quotes may be withdrawn anytime, without notice.
- Images are only illustrations and are not to be interpreted as the actual products.

“Planning Permission”

In some cases, planning permission will need to be obtained, ‘Sutterton Surveillance Systems’, is unable to offer any advice concerning local planning agreements/permissions. You are advised to contact your local council offices in the first instance.

“Installations ‘Standard’ & ‘Bespoke’”

All our offers/quotes include a **standard installation**, which is deemed to be where minimum consumables/labour is used to install the system. For example, wires may be run in guttering, across brickwork and or behind downpipes, junction boxes may also be used.

However, any wires below 2 meters will be protected in conduit. We will plan/agree this with you before installation. We will always work towards minimum cable exposure, however in some cases you may wish to consider our bespoke installation.

Our **bespoke installation** is where extra consumables/labour are used to achieve your preferred installation. This could include extra conduit, working in loft spaces, deep rings for cameras, (save using junction boxes) etc. However bespoke installations will increase the cost of the system, which shall be agreed before installation.

“Payment/s”

We have been enjoying relationships with small businesses, and large blue-chip companies for over 30+ years, a part of our success is our honesty and transparency when it comes to payment terms.

One of the many things that attracts new and old customers is our prices, which we believe everybody from a small bakery in Boston to a large blue-chip company in Huddersfield should share.

Sutterton surveillance systems believes that CCTV should be affordable for everybody, including households. In order for us to maintain affordable prices we have to operate strict payment terms, usually payment is made on the day of installation, or on larger projects a commitment, (deposit) will be required.

We don’t hold credit accounts with our suppliers, as this allows them to dictate prices to us. We pay up front for all our products/supplies, enabling us to negotiate better prices for our customers.

Failure to conform to our payment terms creates a knock-on effect, and results in other customers suffering. This may even affect the prices, service, or products you may require from us in the future, so if you feel that your business model can’t operate within our terms it is best all round for you to try another supplier.

This may seem harsh, but we need to protect our future, and our customers new and old.

“Payment Terms”

Full/Final payment **must** be made on ‘**completion of installation**’, *(definition below)* or within agreed terms.

Failure to do so will result in:

- Products shall remain the property of ‘W. Hodgins T/a Sutterton Surveillance Systems’ until full payment has been made, see ‘**Ownership of goods**’ below.
- All/any recorded images shall remain the property of Sutterton Surveillance Systems and cannot be duplicated or used as evidence without written consent.
- Site Visits/Support, (Telephone or email) may cease, until full payment is made.
- All product/service warranties will be void.
- Any costs accrued to recover products, or monies owed shall be reclaimed in their entirety from the customer.
- You may also be locked out or restricted from the CCTV system recorder.

“Completion of installation” is when Sutterton Surveillance Systems can do no more to enhance the operation of any products supplied, due to 3rd party services, apps or products provided by the customer, which may influence the operation or limit some features on the products we supply.

Examples: a malfunctioning internet connection, faulty router, App on hone or tablet not compatible, see ‘**App/Phones, Tablets**’ below.

“App/Phones, Tablets etc”

Sutterton Surveillance Systems is not responsible for your mobile device and or the App, we have no control over any of these.

The app’s required are tested and function 100%, however in some cases the app has not caught up with the mobile device software, and some functions may not fully perform. When a phone is released onto the market, the phone designers do not notify the app developers that they are releasing a new mobile device. So, app developers depend on feedback/reviews to assist with the upgrading of the software, (I should imagine it’s an uphill battle).

“Warranty/s”

Sutterton Surveillance Systems will honour all manufacturing warranties (usually 12 months) from purchase/installation date, this includes HDD, (Hard Disk Drive) but excludes any free gifts.

Warranty/s become void if:

Any person other than an authorised person, or agent from ‘Sutterton Surveillance Systems’

- Attempts to repair product/s
- Breaks any seals.
- Re-locates product, without informing ‘Sutterton Surveillance Systems’
- Uses un-authorised parts, (Branded or un-branded)

Or

- Customer withholds any outstanding payments, without written consent, see **‘Payment terms’**.

“Maintenance / Service”

Just like any sensitive electrical device, which depends on firmware to perform. Your CCTV system should be maintained / serviced on a regular basis, to ensure its peak performance.

With this in mind ‘Sutterton Surveillance Systems’ offers all our customers a 50% discount on our annual service, which includes any replacement D/NVR inline PSU, (Power Supply Unit).

However, this discount is only available if your products are regularly maintained by us, and on an annual basis, (+ or – 4 weeks of anniversary).

“Service elapsed” should this be the case then the full amount, (100%) charge shall be required, along with the cost of any replacement parts, consumables etc, (minimum charge applies). However annual services thereafter shall again be reduced to 50%, providing products/system remain being regularly serviced.

“Call Out / Repair” Call out / Repair is categorised by the following: **‘Standard’** or **‘Emergency’**, (see definition below). Our working week is Monday to Friday, these may incur a charge, (dependant on any warranty, service history etc) along with any costs for parts, consumables etc, (minimum charge applies).

‘Standard’ once we received notification of a problem, we will respond within 48Hrs within our working week.

‘Emergency’ we will attend within 12Hrs of you notifying us.

“Ownership of goods”

Ownership will only be transferred to you when you have paid in full all funds due to us in respect of the goods.

- Until payment is made to us you must store the goods in a secure way.
- The goods including the packaging must be kept in new condition and remain our property until paid for in full.
- We retain full legal and beneficial title to the goods including any free gift/s and reserve the right at any time to require you to deliver the goods to us and, failing to do so, we retain the right to enter your premises or of any third party where the goods are stored and repossess the goods.
- Until payment is made the title to the goods shall remain with us, and you shall remain fully accountable.

“Cooling off”

This period is deemed to be the customer ‘Cooling off’ period.

“Sutterton Surveillance Systems shall not hard sell and will not accept an order/sale on the day. All orders are quoted, giving the customer time to seek other quotes before agreeing to our terms, which are sent with every quote.”

“Commitment/Deposit & Refunds”

In some cases, a ‘Commitment/Deposit’ may be required, (mostly depending on the size/cost of the work required). This must be cleared funds, before an installation date can be arranged.

Commitment/Deposit are fully refunded providing that:

- 1) Products have not been ordered or paid for on behalf of the customer.

If products have been ordered, or paid for:

a) Suppliers may charge a re-stocking fee and carriage for their return. If this is the case, then the customer shall be responsible for these charges.

b) Or, suppliers may not offer a return policy, therefore customer will need to pay for such items which will be forwarded to customer, at customer’s expense.

- 2) Sutterton Surveillance Systems has encountered no expense.

If expenses have occurred, customer will be billed accordingly.

“Remote viewing”

‘Sutterton Surveillance Systems’ does not guarantee, or is responsible for:

- Upload/download speed from customer’s ISP, (Internet Service Provider)
- Customers LAN, (Local Area Network)
- Manufactures suitability/usability of 3rd party apps or other devices use to remote monitor.

“Insurance”

Wayne Hodgins T/A Sutterton Surveillance Systems holds a ‘public liability insurance’ to the value of £1,000,000.

The policy operates on an indemnity basis, (not new for old), which may mean that pending investigation the insurer will make deductions for wear, tear & depreciation.

Any other claims for suggested damage caused by Wayne Hodgins T/A Sutterton Surveillance Systems such as, but not limited to: ‘Structural damage’, ‘Electrical damage’ Etc would need to be proved, (by providing professional evidence from a registered tradesperson) that Wayne Hodgins T/A Sutterton Surveillance Systems is solely responsible for said damage.

Note: once a claim is made, we would be unable to discuss the claim with you any further. All communications should be made directly to our insurer.