SURVEILLANCE & SECURITY
SYSTEMS



Our 'Terms and Conditions'

Please note this document is live and its your responsibility to check for any updates, last updated: **Oct-26**

Honesty & Transparency *Thank you for considering our services for your CCTV system needs. Before we proceed, we kindly remind you that the terms and conditions you'll find on any page of our website, attached to all our quotes, apply. These are in place to ensure both parties engage transparently and effectively.*

We invite you to review these terms and, should they not meet your needs or if you have any concerns, please do not hesitate to reach out to discuss them or explore other options. At Surveillance & Security Systems, we must adhere strictly to our terms, and we expect the same commitment from our clients upon booking our services. Furthermore, the individual who accepts and returns the quote, while agreeing to our terms, will be regarded as the primary contact. All official communications and invoices will be directed to them. If you wish to nominate a different person as the primary contact, please inform us in writing before any work commences.

Should there be a violation of any terms and conditions, based on our assessment, we will require full payment upfront before any further work is undertaken in the future.

Thank you for your understanding and cooperation. We look forward to securing your premises with our high-standard products.

Legal name is known as: 'Surveillance & Security Systems', 'Surveillance Security Systems' or 'SSSCCTV.COM'.

Showroom: 28-29 Horncastle Road, Boston, Lincolnshire. PE21 9BU
(What3Words: ///rating.trails.pine)

VAT: GB459 8509 37, ICO: ZB692039

Communications *To protect both parties all our communications streams, (including, but not limited to: Telephone calls, emails, social media/text messages etc) are recorded and stored for future reference if required.*

Disclaimers *Surveillance systems provided by 'Surveillance & Security Systems' are 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 'Surveillance & Security Systems', shall be just advice, final decision including location of cameras/views will be made by the customer.

'Surveillance & Security Systems' shall not be held liable to any illegal activities including, but not limited to theft or damage the client may experience during or after any 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, or accessibility is restricted to enable us to install your system.

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It's the duty of the customer to ensure anything presenting a hazard or affecting accessibility is moved prior to the date of installation, *we will not be able to move anything on your behalf unless agreed separately in writing as part of the quotation process to ensure cover on our liability insurance.*

Quote/s

Our quotations may include detailed technical information relating to the proposed system, equipment, installation requirements and functionality.

All quotations are provided as ***a total project price*** *and are* ***NOT*** *itemised by individual equipment, components, labour or installation costs. The quoted price reflects the complete scope of works, including the supply, installation and commissioning of the proposed system where applicable.*

The quoted price applies only to the scope of works specified. Any additional works, equipment, materials or requirements outside this scope may incur additional charges.

Acceptance of a quotation constitutes acceptance of the total quoted project price and specified scope of works, rather than individual component or service prices. All quotations are subject to these Terms and Conditions and any specific exclusions stated within the quotation.

- *All quotes are valid for 14 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.*

Please be aware that our proposals, along with all accompanying materials, incorporate confidential and proprietary business information of Surveillance & Security Systems. You are welcome to print or photocopy these documents for the purpose of evaluating the proposed project. However, we kindly ask that you refrain from sharing them with any third parties.

Cooling off *This period is deemed to be the customer 'Cooling off' period. Surveillance & Security 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, or if a project exceeds £700.00 including VAT, a 'Commitment/Deposit' may be required, (up to 60%, mostly depending on the size/cost of the work required, this will be discussed in advance). This must be cleared funds, 72Hrs before an installation date can be arranged, this will help us to schedule and plan the installation smoothly.*

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, therefor customer will need to pay for such items which will be forwarded to customer, at customer's expense.

2) Surveillance Security Systems has encountered no expense, if expenses have occurred, customer will be billed accordingly.

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Plant HIRE *We shall discuss with you should we have to hire any equipment from external suppliers. However full payment including VAT shall be required in advance and not refundable.*

Planning Permission *In some cases, planning permission will need to be obtained, 'Surveillance Security Systems', is unable to offer any advice concerning local planning agreements/permissions. You are advised to contact your local council offices or landowner in the first instance.*

If you rent the property, you may need to obtain written permission from the landlord.

Installations 'Standard' & 'Bespoke' *All our offers include a standard installation, which is deemed to be where minimum consumables/labour are 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.

Completion of installation *This is when Surveillance Security 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 or no internet connection, faulty router, App on phone or tablet not compatible, see 'App/Phones, Tablets' below.*

Any installation issues will need to be raised with us, within 1 month of completion of installation.

Programming Schedules

All installations are bespoke with regard to recording schedules. At the time of installation, we will configure the recording schedule in accordance with the customer's stated requirements at installation. However, individual preferences and operational needs may change, and we cannot guarantee that the initial configuration will meet all future expectations (for example, recording duration or event coverage). It is therefore the customer's sole responsibility to review, adjust, and fine-tune their recording schedule as required after installation.

Remote Viewing – Mobile Devices, Tablets and Apps

Where remote viewing is available, access may be provided through compatible mobile phones, tablets and other supported devices using the relevant manufacturer's application.

Surveillance & Security Systems is not responsible for the customer's mobile device, tablet, Apps or any subsequent software, operating system or application updates. These are third-party products and services and are outside of our control.

The Apps required for remote viewing are tested by us and, at the time of installation, are confirmed to be functioning correctly. However, following the release of new mobile devices, operating systems or software updates, there may occasionally be compatibility issues where certain features or functions do not operate as expected.

Mobile device manufacturers and operating system developers do not necessarily provide advance notification to third-party App developers when new devices or software updates are released. As a result, App developers may require time to identify and resolve compatibility issues following an update or new device release.

In extremely rare circumstances, the App developer or manufacturer may discontinue or switch off a remote-viewing server or associated service, either with or without prior notice. Unfortunately, this is entirely outside of our control, and Surveillance & Security Systems cannot accept responsibility for any loss of remote-viewing functionality resulting from such action.

We will endeavour to assist with any issues relating to the CCTV system and App where possible. However, we cannot guarantee continued compatibility or full functionality following updates to third-party devices, operating systems or Apps,

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nor can we be held responsible for changes, interruptions or discontinuation of services by third-party manufacturers, developers or service providers.

Warranty *Surveillance & Security Systems will honour all manufacturing warranties (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 'Surveillance Security Systems'

- *Attempts to repair product/s*
- *Breaks any seals.*
- *Re-locates product, without informing 'Surveillance Security Systems'*
- *Uses un-authorised products, (Branded or un-branded)*

Or

- *Customer withholds any outstanding payments, without written consent, see 'Payment Terms'.*

Payments *We have been enjoying relationships with small businesses, and large blue-chip companies for over 35+ 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.

Surveillance Security Systems believes that CCTV should be affordable for everybody, including households. For us to maintain affordable prices we must operate strict payment terms, full payment must be made on the day of installation, or on larger projects of +£700.00 a commitment (deposit) will be required, this may be between 30-60% & final balance paid on day of installation.

Why a Deposit/Commitment?

We don't maintain credit accounts; instead, we partner with a variety of UK suppliers to source our products. This approach allows us to negotiate better prices and offer affordable CCTV solutions to our customers.

It's important for us to maintain a fair and efficient service for all our customers. Failure to adhere to our payment terms can disrupt our operations and ultimately affect the experience of others.

If our terms do not align with your business model, we encourage you to explore options with other CCTV experts.

We understand 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), day of additional work, service etc or within agreed terms which MUST be in writing.*

Products shall remain the property of 'Surveillance Security Systems' until full payment has been made, see 'Ownership of goods'.

Additionally:

- ✓ *All/any recorded images shall remain the property of Surveillance Security Systems and cannot be duplicated or used as evidence without written consent.*
- ✓ *Site Visits/Support, (Telephone or email) may cease.*
- ✓ *Future discounts may be revoked*
- ✓ *Any future products/service may need to be paid up front*
- ✓ *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

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Ownership of goods *Until full payment is made, Surveillance Security Systems shall retain full legal title for any goods supplied/Installed including any 'free gifts'.*

Surveillance Security Systems also reserve the right to be allowed without obstruction, or appointment to enter your premises to recover our products, by us or any third party in the event of non-payment.

The customer shall be liable for any costs incurred for the recovery of monies/products.

Maintenance / Service *Just like any sensitive electrical device, which depends on firmware to perform. Products provided by us should be maintained / serviced on a regular basis, to ensure their peak performance.*

With this in mind 'Surveillance Security 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 or Repair *Call out or Repair is categorised by the following: 'Standard' or 'Emergency', (see definition below).*

Our working week is Monday to Friday, (09:00-17:00Hrs)

- ✓ ***'Standard'*** *once we receive notification of a problem, we will respond within 72Hrs within our working week.*
- ✓ ***'Emergency'*** *we will attend within 12Hrs of you notifying us.*

These may incur a charge, (dependant on any warranty, service history etc) along with any costs for parts, consumables etc, (minimum charge applies).

Remote viewing *'Surveillance & Security 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.*
- *Customers Mobile devices such as phones/tablets CPU, memory etc.*

Insurance, *(Certificate available on request)*

Surveillance & Security Systems holds a 'public liability insurance' to the value of £5,000,000

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 Surveillance & Security 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 Surveillance Security 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.

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Health & Safety, *(available on request)*

Surveillance & Security Systems has a number of 'Health & Safety Polices', which are available on request. These include but not limited to:

- **Specific**

  - ✓ *Method Statements*
  - ✓ *Risk Assessments*
  - ✓ *Safe Systems of Work*

- **Generic**

  - ✓ *Working at Heights*
  - ✓ *Using ladders*
  - ✓ *Appropriate PPE*

All H&S documents have been compiled by our own Nebosh qualified assessor.

Welfare *Adequate facilities, (toilets etc) shall need to be made available.*



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