



DUVAL
SECURITY
LIMITED

DUVAL EYE SYSTEM

DUVAL SECURITY LIMITED TERMS & CONDITIONS

Duval Security Limited payment policy requires you to sign and agree to these terms & conditions prior to any work being initiated.

50% of the invoice total must be paid prior to any work being carried out with the remaining amount paid within 14 days after completion. (unless different terms are agreed beforehand)

In the event you decide to cancel the installation permanently, you must give us 14 days notice. Failure to abide by this will result in a cancellation fee being applied being 50% of the total cost.

In the event you decide during the installation to either cancel or change the product then you will be billed accordingly due to the fact the product will become second hand.

Although our engineers will take the utmost care whilst carrying out work at your premises there may be occasions when certain decoration damage may occur.

This will obviously be kept to an absolute minimum and you will be informed of any damage that will occur due to the installation.

Any unfortunate damage to the property caused by our negligence will be required to be witnessed by a third party, dated and submitted in writing to our company. All incidents will be addressed within 30 days of receiving the complaint.

If we are not able to access the property on the allotted date and time you will be charged a one

day cancellation fee of £195.00 + travel expenses, unless you have given us at least 24hrs notice to re-schedule the fitting.

If we are not able to make the appointment then we will notify you 24hrs prior to the scheduled appointment.

We will endeavour to be punctual however; we ask for an hour's discretion each side of the allotted time. All dangerous objects must be removed prior to work being started, in certain circumstances some risks cannot be moved in which case you must inform us in writing with all the risks identified.

Our engineers reserve the right to cancel/postpone any work which is not in line with current Health & Safety laws. In which case the engineer will inform you and a decision will be made, in circumstances where a decision cannot be made on site then the details will be passed to our chief engineer to make a final judgement.

Please note that under the data protection laws you are responsible for the fee required to register your system with the data commissioner, unless otherwise stated.

CCTV warning signs will be provided free of charge with the installation which you will be responsible for ensuring they are mounted in a prominent position and kept safe.

If additional power sockets are required and unless agreed by us then you (the customer) will have to

provide the necessary supply along with a certificate in line with 'part P' regulations.

For Hard Wired systems a static IP Address is required before or on the day of installation (unless otherwise stated) and any routers not supplied by ourselves must have at least 2 ports.

Full administration and access passwords will be required for your system and telephone lines. Any additional network support will be charged at a rate of £45.00 per hour (unless previously agreed) eg:- BT fault finding, software downloading with IP addressing if required.

All remote monitoring services are subject to normal testing, and therefore you will not be monitored until you receive notification that the site has been activated.

(Separate Form)

The monitoring service is subject to a minimum term of 36 months this cost is to be paid prior to commencement of monitoring taking place. (see quotation and confirmation)

I/we agree to the Terms & conditions set out in this contract

SIGNED: _____
(Customer)

DATE: _____

Position _____

SIGNED: _____
(On behalf of Duval Security Limited)

DATE: _____

Position _____

Although the service is in place we cannot guarantee your line connection. In the unlikely event that an incident occurs that was not detected due to a line fault, then the problem would have to be taken up with your service provider.

We cannot be held responsible for system failure due to matters beyond our control.

Because technology is always changing we reserve the right to change or upgrade our equipment without prior notice.

***Prices are correct at the time of writing*.**