



# **Terms and Conditions**

## **1. Definitions**

"Client" means the person, company, or organisation engaging our services.

"Services" include consultation, supply, installation, maintenance, and monitoring of electronic security systems, including but not limited to CCTV, Intruder Alarms, Access Control, Gates, and Barriers.

## **2. Quotations and Contract Formation**

All quotations are valid for 30 days.

A contract is formed upon the client's written or electronic acceptance of the quotation or upon commencement of work.

No work will be scheduled until a deposit (typically 25%) is received, unless otherwise agreed.

## **3. Installation Terms**

Installation will be carried out during normal working hours (Mon–Fri, 8:30am–5pm), unless agreed otherwise.

The client is responsible for:

- Ensuring all permissions (planning, landlord, listed building, etc.) are obtained.
- Providing access to the site.
- Ensuring power supply and internet access (where applicable) are available at installation locations.

Any additional work not specified in the quotation may incur additional charges.

## **4. Ownership and Risk**

All equipment remains the property of Advanced Verification Monitoring Limited until full payment is received.

Risk in the goods passes to the client upon delivery and/or installation.

Advanced Verification Monitoring Limited  
Victoria Road, Halesowen, West Midlands, B62 8HY



## **5. Payment Terms**

Invoices are due within 30 days of issue unless stated otherwise.

Overdue invoices will attract interest at 4% above the Bank of England base rate.

We reserve the right to suspend services (including monitoring) in the event of non-payment.

## **6. Warranty and Support**

Standard manufacturer's warranty applies for 12 months unless otherwise stated.

This does not cover:

- User negligence
- Acts of God (e.g., floods, lightning)
- Vandalism or theft
- Third-party interference

Ongoing support or emergency call-outs outside warranty or maintenance contract are chargeable.

## **7. Monitoring Services**

Where a Monitoring Agreement is in place:

Scope: Systems will be remotely monitored by an accredited ARC.

Alerts will be responded to according to the agreed escalation protocol.

Client Obligations:

- Maintain current contact and keyholder lists.
- Notify us of any changes to premises use or contact details.

Exclusions:

- We are not liable for loss caused by third-party response failure, system fault, or internet/power issues.

Monitoring may be suspended due to system faults, non-payment, or breach of agreement.



## **8. Maintenance Contracts**

Annual or multi-year maintenance packages are available.

Contracts include periodic system checks and priority call-outs.

Maintenance does not cover physical damage, abuse, or upgrades.

## **9. Limitation of Liability**

We shall not be liable for indirect, consequential, or economic losses.

Total liability shall not exceed the total amount paid under the contract.

We are not insurers of property or people.

## **10. Data Protection**

We are committed to GDPR compliance.

The client is responsible for lawful use of surveillance equipment, including signage, data retention, and subject access requests.

## **11. Termination**

Contracts may be terminated by either party with 30 days' written notice.

Immediate termination may occur for material breach or insolvency.

All outstanding payments become due upon termination.

## **12. Force Majeure**

We are not liable for failure to perform due to circumstances beyond our control, including natural disasters, war, or major supplier failures.

## **13. Confidentiality**

Both parties agree to keep confidential any proprietary or sensitive business information acquired during the engagement.



## **14. Governing Law**

These Terms and Conditions are governed by the laws of England and Wales.

All disputes shall be subject to the jurisdiction of the courts of England and Wales.

## **15. Amendments**

We reserve the right to update these Terms and Conditions.

Clients will be informed of changes in writing or via our website.

## **16. Transfer to Another Maintainer**

The Client is entitled to transfer system maintenance to another provider at any time, provided that:

- The Company accepts no liability or responsibility for system performance or compliance once the new maintainer takes control.

In a case where a maintenance contract is transferred to another approved company:

- The new maintainer will be granted access to the system's service mode and/or cloud service upon written request from the Client.
- Access credentials (e.g., engineer codes, cloud login details) will be shared securely once all outstanding payments have been cleared and appropriate verification has been completed.
- Advanced Verification Monitoring Limited will facilitate this process within 10 business days of receiving the written request and confirmation of account clearance.