

HomePoint Security LLC

Terms & Conditions

Effective Date: August 2026

These Terms & Conditions ("Terms") govern products and services provided by **HomePoint Security LLC**, doing business as HomePoint Security ("HomePoint," "we," "our," or "us"), to the customer ("Customer," "you," or "your").

By requesting a quote, scheduling an installation, paying a deposit, purchasing products or services, permitting our technicians to enter your property, or otherwise using HomePoint Security services, you acknowledge that you have read, understood, and agree to these Terms.

1. Services

HomePoint Security provides professional installation, configuration, setup, and support for residential and light commercial security camera systems.

Unless specifically included in an accepted quote, invoice, or other written agreement, our services do not include:

- Electrical work
- In-wall wiring
- Drywall repair
- Painting
- Roofing work
- Structural modifications
- Internet service
- Router replacement
- Network troubleshooting unrelated to installed equipment
- Ongoing monitoring services
- Alarm monitoring
- Emergency response services

Any work outside the original scope may require customer approval, additional charges, or a revised quote.

2. Quotes & Pricing

Quotes are valid for **30 calendar days** unless otherwise stated.

Pricing is based on information available to HomePoint at the time the quote is prepared. HomePoint may revise a quote when reasonably necessary due to circumstances including:

- Additional labor requirements
- Property conditions differing from those described
- Changes to requested installation locations
- Additional equipment requirements
- Previously unknown or concealed conditions
- Material changes in equipment or supplier pricing before acceptance
- Inaccurate or incomplete information provided by the customer

HomePoint will obtain customer approval before performing work that materially increases the agreed price whenever reasonably practicable.

Promotional discounts, coupon codes, and special offers are subject to their stated terms, availability, and expiration dates and generally cannot be combined unless otherwise stated.

3. Scheduling & Appointments

An installation appointment is reserved only after any required deposit has been received and the appointment has been confirmed by HomePoint.

HomePoint will make reasonable efforts to arrive within the scheduled appointment window but cannot guarantee an exact arrival time.

Appointments may be delayed, changed, or rescheduled due to circumstances including:

- Severe weather
- Unsafe working conditions
- Equipment or inventory shortages
- Traffic or transportation disruptions
- Technician illness or unavailability
- Manufacturer or supplier delays
- Unexpected conditions at a previous installation
- Circumstances beyond HomePoint's reasonable control

If HomePoint is unable to provide a scheduled installation, deposit refunds or rescheduling will be handled according to the **HomePoint Security Refund Policy**.

4. Customer Responsibilities

The customer agrees to:

- Provide safe and reasonably unobstructed access to installation areas.
- Ensure an adult age 18 or older is present during installation unless otherwise agreed.

- Obtain required permission from landlords, property owners, HOAs, property managers, or other applicable third parties.
- Maintain functioning electrical power and internet/Wi-Fi service where required by the equipment.
- Secure pets before technicians arrive.
- Inform HomePoint of known hazards, concealed utilities, asbestos, mold, water damage, structural concerns, or other potentially unsafe conditions.
- Provide accurate information concerning the property and requested installation locations.
- Provide access to compatible devices, accounts, Wi-Fi credentials, or applications when reasonably necessary to configure the equipment.

The customer is responsible for ensuring that they have authority to permit HomePoint to drill, mount, fasten, or otherwise install equipment on the property.

5. Installation Conditions

HomePoint will use commercially reasonable care when performing installation services.

The customer understands that installation may require:

- Drilling holes
- Installing anchors or fasteners
- Mounting brackets
- Running visible wiring where applicable
- Attaching equipment to interior or exterior surfaces

Minor holes, penetrations, marks, or other cosmetic changes reasonably necessary to perform the approved installation are considered ordinary consequences of installation and do not, by themselves, constitute defective workmanship.

HomePoint may decline or modify a requested mounting location if a technician reasonably determines that the location is unsafe, inaccessible, structurally unsuitable, likely to damage the property or equipment, or otherwise inappropriate for installation.

6. Wireless, Internet & System Performance

Security camera performance may depend on third-party systems and conditions outside HomePoint's control.

HomePoint does not guarantee uninterrupted or specific performance relating to:

- Wi-Fi coverage or signal strength
- Internet availability or speed
- Router performance

- Cellular service
- Remote viewing
- Push-notification timing
- Manufacturer servers or services
- Manufacturer mobile applications
- Future firmware or software updates
- Motion or intelligent-detection accuracy
- Local or remote connectivity

Performance may vary because of construction materials, interference, weather, internet service, equipment placement, third-party software, manufacturer services, or other conditions.

7. Equipment & Third-Party Manufacturers

Security cameras and related products sold or installed by HomePoint may be manufactured by independent third parties.

HomePoint does not control and cannot guarantee:

- Future manufacturer software or firmware support
- Continued availability of manufacturer services
- Manufacturer warranty decisions
- Future features or feature changes
- Compatibility with future devices or software
- Manufacturer application performance
- Continued availability of a particular equipment model

Applicable manufacturer warranties remain subject to the manufacturer's terms and conditions.

HomePoint will provide reasonable assistance with diagnosing equipment issues and determining whether repair, replacement, manufacturer warranty service, or another available remedy is appropriate.

8. Local Storage & Recorded Footage

Where equipment includes local storage, recording availability and retention depend on factors such as storage capacity, camera settings, recording frequency, equipment functionality, and customer configuration.

Unless specifically agreed otherwise in writing, HomePoint does not store, monitor, maintain, or control customer video recordings after installation.

Customers are responsible for maintaining access to their equipment, accounts, passwords, applications, and stored recordings after installation.

HomePoint does not guarantee that any particular event will be recorded, retained, detected, or recoverable.

9. Customer Acceptance

Upon completion, the customer should inspect the installation and promptly notify the technician of any apparent concerns.

Use of the installed equipment, payment of the remaining balance, or completion of the customer walkthrough may constitute evidence that the installation was accepted, subject to applicable workmanship obligations, warranties, this Agreement, and rights provided by law.

Acceptance does not waive rights that cannot legally be waived.

10. Payments, Deposits & Refunds

A deposit may be required to reserve an installation appointment.

Unless otherwise agreed in writing, the remaining balance is due immediately upon completion of the installation.

Deposits, cancellations, eligible refunds, equipment returns, and refund processing are governed by the **HomePoint Security Refund Policy** and, where applicable, the **HomePoint Security Return Policy**.

Past-due amounts may be subject to lawful collection efforts and any fees, interest, or costs expressly authorized by the applicable agreement and permitted by law.

11. Customer or Third-Party Modifications

HomePoint is not responsible for problems caused by circumstances occurring after installation that are outside HomePoint's control, including:

- Moving or repositioning cameras
- Customer-performed repairs
- Third-party repairs or modifications
- Unauthorized equipment modifications
- Physical damage occurring after installation
- Customer changes to equipment settings or software
- Improper maintenance
- Changes to Wi-Fi, internet, routers, networks, or passwords

Service required because of these circumstances may result in additional charges.

12. Workmanship

HomePoint is responsible for correcting verified defects in its installation workmanship according to any written workmanship warranty applicable to the customer's installation.

Workmanship coverage does not apply to failures caused by circumstances unrelated to HomePoint's installation work, including manufacturer defects, accidental damage, misuse, vandalism, severe weather, power surges, internet outages, customer modifications, third-party work, or ordinary wear and tear.

Manufacturer equipment warranties are separate from any HomePoint workmanship coverage.

13. Security-System Limitations

HomePoint security camera systems are intended to assist customers in observing and documenting activity around their property.

HomePoint is not an alarm-monitoring company, emergency-response service, law-enforcement agency, or insurer.

Security cameras cannot eliminate all risk, and HomePoint does not guarantee that installed equipment will prevent, detect, record, identify, or provide notification of every instance of:

- Burglary
- Theft
- Trespassing
- Vandalism
- Fire
- Property damage
- Personal injury
- Criminal activity
- Other harmful events

Customers remain responsible for determining what additional security, alarm, monitoring, insurance, or emergency-response measures are appropriate for their property.

14. Limitation of Liability

To the fullest extent permitted by applicable law, HomePoint Security LLC shall not be liable for indirect, incidental, consequential, exemplary, punitive, or special damages arising from the purchase, installation, use, inability to use, or failure of products or services, including lost profits, business interruption, loss of data, loss of recordings, or losses resulting from criminal activity.

Except where prohibited by applicable law, HomePoint's aggregate liability arising from a particular product or installation shall not exceed the amount actually paid by the customer to HomePoint for the product or installation giving rise to the claim.

Nothing in these Terms excludes or limits liability to the extent such exclusion or limitation is prohibited by applicable law.

15. Force Majeure

HomePoint will not be responsible for delays or failure to perform caused by circumstances beyond its reasonable control, including severe weather, natural disasters, government actions, labor shortages, transportation disruptions, utility failures, internet outages, civil disturbances, supplier shortages, manufacturer delays, or similar events.

HomePoint will make reasonable efforts to communicate significant scheduling changes to affected customers.

16. Intellectual Property

HomePoint Security's names, logos, trademarks, branding, original website content, graphics, documentation, photographs, and marketing materials are owned by HomePoint Security LLC or used with appropriate authorization.

HomePoint-owned materials may not be reproduced, distributed, or commercially used without authorization except as permitted by law.

Third-party trademarks, product names, applications, and manufacturer materials remain the property of their respective owners.

17. Privacy

Customer information is collected, used, stored, and disclosed in accordance with the **HomePoint Security Privacy Policy** and applicable law.

HomePoint does not obtain ownership of customer video recordings merely because HomePoint installed or configured the customer's equipment.

18. Governing Law

These Terms & Conditions shall be governed by the laws of the **Commonwealth of Pennsylvania**, without regard to conflict-of-law principles, except where applicable law requires otherwise.

19. Severability

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in effect to the fullest extent permitted by law.

20. Entire Agreement

These Terms & Conditions, together with the customer's accepted quote or order, applicable invoice, Refund Policy, Return Policy, Privacy Policy, and any other written agreement expressly incorporated into the transaction, constitute the agreement between HomePoint and the customer concerning the applicable transaction.

No verbal representation or promise modifies these Terms unless confirmed in writing by HomePoint or otherwise enforceable under applicable law.

21. Changes to These Terms

HomePoint Security LLC may update these Terms & Conditions from time to time.

Updated Terms will apply to future purchases, bookings, and services. Changes will not retroactively alter an existing transaction unless agreed to by the customer or required by applicable law.

22. Contact

Questions regarding these Terms & Conditions may be directed to:

HomePoint Security LLC
HomePoint Security
homepoint.life

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