



Terms of Service

Shark CCTV & Security Solutions

Last updated: 17 May 2025

These Terms of Service ("Terms") govern your use of the products and services ("Services") provided by Shark CCTV & Security Solutions ("Company," "we," "our," or "us"). By engaging with our Services, you agree to be bound by these Terms. If you do not agree, please do not use our Services.

1. Services Provided

We specialize in the supply, installation, and maintenance of security systems for residential and commercial properties. Our services include, but are not limited to:

- **CCTV camera and system installation including configurations**
- **Alarm systems installation and servicing**
- **Intercom systems installation and integration**
- **System maintenance and repairs**
- **Security consultation and assessments**
- **Equipment sales**

All services are subject to availability and are provided within our service areas in Queensland, Australia.

2. Quotes and Payments

- Quotes are valid for **30 days** from the issue date unless otherwise stated.
- A **deposit** may be required to secure installation or service bookings.
- Full payment is due upon completion of services unless alternate terms have been agreed in writing.
- We accept payments via EFT, credit/debit cards, and approved financing options (if applicable).
- Late payments may incur interest charges or service suspension.

3. Installation Terms

- The Customer must ensure clear and safe access to the installation site.
- Any required permissions (e.g., from body corporate or landlords) must be obtained by the Customer prior to installation.
- Additional charges may apply for unforeseen conditions (e.g., difficult cabling routes, structural obstacles).
- The Company reserves the right to modify the installation scope with the Customer's approval based on site inspection.

4. Warranty and Support

Shark CCTV & Security Solutions offers a limited warranty for all equipment installed, covering defects in materials and workmanship. The warranty duration will be specified in your quote/invoice. The warranty does not cover:

- Damage caused by misuse, neglect, or unauthorized modifications.
- Damage from natural disasters or power surges.
- Regular wear and tear.

Shark CCTV does not take responsibility for any damages caused to the system. If cameras are damaged by water at the fault of the customer due to leaking the warranty is voided and a new camera will need to be installed at full cost this includes water seeping through old paint on concrete walls, water seeping through tiles onto the cable connections inside the roof and pressure washing directed into the camera (footage can be recovered to determine the issue if caused from this).

Shark CCTV installs third-party equipment that will best suit your needs. Shark provides a manufacturer's warranty for the third-party equipment that we install. If there are direct faults with the equipment that are under warranty, Shark CCTV will charge a \$150 + GST call-out fee (30 minutes included - \$100.00 + GST per hour after) for Domestic situations only and a \$200.00 + GST call-out fee (30 minutes included - \$100.00 + GST per hour after) for commercial, industrial and all other types of installations to come and replace the faulty equipment. Otherwise, you can contact the supplier to organize a warranty replacement. Warranty durations will be listed on the security quote.

5. Customer Responsibilities

Customers are responsible for:

- Providing accurate information for quotes and service planning.
 - Ensuring access to the property on the scheduled service date.
 - Operating installed systems (CCTV, alarms, intercoms) in accordance with provided manuals and guidelines.
 - Complying with relevant laws regarding video surveillance, audio recording, and privacy.
 - Shark CCTV & Security Solutions will cease all work with any customer that becomes rude or aggressive towards our technicians. If on-site we will remove all items that have been installed or were to be installed and leave. We expect our customers to treat our technicians with respect and courtesy.
-

6. Cancellation and Rescheduling

- Cancellations must be made **at least 48 hours** in advance.
 - Cancellations with less than 48 hours' notice may incur a fee.
 - Rescheduling is subject to availability and must be coordinated with our team.
-

7. Limitation of Liability

Shark CCTV & Security Solutions shall not be liable for any damages or losses resulting from:

- Misuse or abuse of the CCTV systems.
- Unauthorized access to or hacking of CCTV footage.
- Failure of the client to comply with privacy laws.
- Third-party actions beyond the control of the Company.

While we endeavor to provide high-quality and effective systems, we cannot guarantee complete security or prevention of unauthorized activities.

8. Privacy

We collect and store personal information only for the purpose of providing our services and as required by law. We do not share your personal data with third parties without consent, except where required for service delivery.

Please refer to our [Privacy Policy] for more details.

9. Changes to Terms

We may update these Terms from time to time. Any changes will be posted on our website and are effective upon posting. Continued use of our services constitutes acceptance of the updated Terms.

10. Governing Law

These Terms are governed by the laws of Queensland, Australia. Any disputes arising from these Terms shall be resolved in the courts of Queensland.

11. Installation

During the security inspection/quote, photos of the camera locations may be taken. These photos may be included in the quote. Changes to these locations could change the price of the installation. Our licensed security technicians will make sure the system is working before they leave the site. Shark CCTV & Security Solutions will provide a 10-day cooling off period, attending site for any minor faults found by the customer if Shark CCTV & Security Solutions is needed on-site. Some issues can be resolved over the phone or remotely. This does not include issues caused by the customer for example - mobile phone settings changed after Shark CCTV & Security Solutions has set the phone up correctly, tampering with the systems cabling, other damages not caused by Shark CCTV & Security Solutions or extra tutorials of the application.

After the 10-day period, Shark CCTV & Security Solutions charges -

\$150 + GST call-out fee (30 minutes included - \$100.00 + GST per hour after) for Domestic situations

only (Within a 25km radius of Southport)

\$200.00 + GST call-out fee (30 minutes included - \$100.00 + GST per hour after) for commercial,

industrial and all other types of installations (Within a 25km radius of Southport).

If outside of the 25km radius Shark CCTV & Security Solutions will charge an extra \$50.00 + GST per 20 kilometres.

12. Tutorial

As part of our commitment to provide a seamless user experience, Shark CCTV & Security Solutions will offer a 15-minute tutorial on how to use the mobile application. This tutorial will cover the basic features of the application and help users navigate its various functions. If more time is required after the 15-minute tutorial -

Shark CCTV & Security Solutions will charge \$100.00 + GST per hour after (minimum charge 30 minutes - Domestic)

Shark CCTV & Security Solutions will charge \$150.00 + GST per hour after (minimum charge 30 minutes - Commercial/Industrial)


We encourage all users to take advantage of this time, as it can greatly enhance the overall user experience. However, if you require further information on the equipment or any other aspect of the application, please refer to the resources available online at either www.sharkcctvss.com.au or www.youtube.com. If you still have questions or concerns, our support team is available via phone to assist you during business hours only. Please note that if an onsite visit is required, Shark CCTV & Security Solutions will charge a call-out fee. Our website provides tutorials for Dahua products and Hik-vision products, YouTube and other companies also provide detailed videos for deeper learning.

13. Technical

No security system is perfect. Shark CCTV & Security Solutions will install the best security solution for your needs. Upon leaving site, Shark CCTV & Security Solutions will have the system running to the best of its ability. However, no system is perfect and can sometimes have false alerts. Every camera location is different which adds many variables, including lighting, distance, environment, positioning etc. Shark CCTV & Security Solutions cannot guarantee that the system will be free from false alerts/notifications or other issues. Shark CCTV & Security Solutions installs third-party equipment and is not responsible for their software issues or false alerts/notifications. In the case of software issues, please directly contact the systems brand/manufacture as they are constantly releasing updates to fix these issues. Shark CCTV & Security

Contact Us

Shark CCTV & Security Solutions

 0419 560 650

 admin@sharkcctvss.com.au

 www.sharkcctvss.com.au

 Gold Coast, Queensland, Australia