

damar

Security Systems Ltd

42 Braemar Road, Olton, Solihull, B92 8BS Tel: 0121 706 8666
Email: info@damarsecuritysystems.co.uk

Our Ref: SIM1813/MAR24

12/03/2024

Mr S Mo
7 The Grove Hampton-in-Arden
Solihull
West Midlands
B92 0HD

Dear Steve

I would like to take this opportunity to thank you for your valued custom to date, but we note from our records that your maintenance and monitoring agreement on your Intruder alarm system is due for renewal.

We have changed the way we offer maintenance as now we will assume that the agreement is to continue, unless we are contacted by email to the contrary.

The price of the 12 month fully comprehensive maintenance and monitoring agreement for the forthcoming year is **£310.00 plus VAT**. The renewal invoice will be sent under separate cover.

Please contact Damar Security Systems Ltd within the next 7 days, by calling our office on 0121 706 8666 between 09.00-17.00 Mondays to Fridays to book a mutually convenient appointment for our technicians to complete the inspection of your system.

With changes within the monitoring station, all invoices must be paid and cleared by the 23rd of the current month, allowing us time to forward your payment to the monitoring station.

Please do NOT use WhatsApp, text or any other form of messaging services to advise us of renewal, or if renewed, any issues. If you have an issue, please either call us at the office during normal working hours, or on our 24 hour line outside of those hours.

I would like to take this opportunity to thank you for your valued custom to date, and hope that you will continue to find our service friendly, efficient and professional. Please note that we are always on hand to call upon should any advice or assistance be required, so please do not hesitate to contact us should this eventuality occur.

Yours sincerely



Graham Elwell
MANAGING DIRECTOR



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Security Systems Ltd

BUSINESS TERMS AND CONDITIONS (MAINTENANCE)

1. ALL REFERENCES CONTAINED HEREINAFTER TO "THE COMPANY" SHALL BE DEEMED TO MEAN DAMAR SECURITY SYSTEMS.
1. THE SYSTEM IS INTENDED ONLY TO REDUCE THE RISK OF LOSS OR DAMAGE TO PROPERTY AND INJURY TO PERSONS ON OR IN THE PREMISES, TO THE EXTENT THAT IT IS REASONABLY PRACTICABLE BY USE OF SUCH EQUIPMENT. THE COMPANY GIVES NO UNDERTAKING TO THE CUSTOMER THAT THE SYSTEM MAY BE COMPROMISED OR CIRCUMVENTED, OR THAT THE SYSTEM INSTALLED WILL PREVENT LOSS BY BURGLARY, THEFT OR OTHERWISE.
2. ALL GUARANTEES SHALL BE VOID UNTIL FULL SETTLEMENT OF THE MAINTENANCE PRICE IS MADE AND SERVICE OBLIGATIONS WILL NOT COME INTO EFFECT UNTIL THE FULL AMOUNT OWING IS RECEIVED.
3. THE COMPANY UNDERTAKES TO ENSURE THAT ALL OF THE MATERIALS USED TO REPLACE FAULTY ITEMS ARE OF A HIGH QUALITY AND IN ACCORDANCE WITH THE SPECIFICATION, NSI AND BRITISH AND EUROPEAN STANDARDS. ANY FAULT ARISING AS A DEFECT IN THE EQUIPMENT SUPPLIED MUST BE NOTIFIED TO THE COMPANY WITHIN 28 DAYS OF THE DEFECT BECOMING KNOWN AND THE COMPANY DOES NOT ACCEPT ANY FURTHER LIABILITY FOR ANY CONSEQUENTIAL LOSS OR DAMAGE ARISING OUT OF SUCH A DEFECT. IT SHALL BE THE CUSTOMERS RESPONSIBILITY TO COMPREHENSIVELY INSURE THE PREMISES AND ALL PROPERTY AND PERSONS IN OR ON THE PREMISES AGAINST ALL FORESEEN RISKS.
4. THE CUSTOMER AGREES THAT THROUGHOUT THE PERIOD OF MAINTENANCE OF THE SYSTEM THAT THE CUSTOMER SHALL AFFORD THE COMPANY, IT'S SERVANTS OR AGENTS, FULL AND FREE ACCESS TO THE PREMISES AT ALL TIMES, TO ENABLE THE COMPANY TO PERFORM IT'S RESPONSIBILITIES THEREUNDER AND THE COMPANY SHALL BE PAID ANY ADDITIONAL TRAVELLING AND LABOUR COSTS ARISING OUT OF THE CUSTOMERS FAILURE TO HONOUR THIS CONDITION.
5. THE MAINTENANCE AGREEMENT COVERS ALL CALL OUT COSTS, REPLACEMENT OF ANY **FAULTY** PARTS AND LABOUR DURING THE AGREED 12 MONTH PERIOD AND ONE INSPECTION AT THE START OF THE AGREEMENT.
6. THE COMPANY RESERVES THE RIGHT TO CHARGE FOR THE ATTENDANCE WHERE IT HAS BEEN NECESSARY DUE TO USER ERROR, VANDALISM OR ACTS OF GOD, WHICH ARE NOT COVERED UNDER THE FULLY COMPREHENSIVE AGREEMENT.
7. THE CUSTOMER IS ADVISED THAT SEVEN DAYS WRITTEN NOTICE IS REQUIRED FOR TERMINATION OF ANY MAINTENANCE AGREEMENTS, AND THAT THE COMPANY IS ALSO WITHIN ITS RIGHTS TO TERMINATE AN AGREEMENT, PROVIDED SEVEN DAYS WRITTEN NOTICE IS PROVIDED TO THE CUSTOMER.
8. IF THE MAINTENANCE IS NO LONGER REQUIRED, ANY ISSUES RESOLVED OVER THE PHONE OR BY SITE VISIT WILL BE CHARGEABLE AT OUR HOURLY RATE OF £95.00 PLUS VAT, WITH ANY AND ALL REQUIRED PARTS BEING CHARGED ADDITIONALLY.

THIS MAINTENANCE CONTRACT ENTITLES SUBSCRIBERS TO OUR EMERGENCY SERVICE FACILITIES WHICH ARE AVAILABLE 24 HOURS A DAY, 365 DAYS A YEAR. THIS FACILITY

ENSURES THAT AN ENGINEER WILL ATTEND THE PREMISES EITHER BEFORE THE SYSTEM IS REQUIRED TO BE 'SET' OR WITHIN FOUR HOURS, WHICHEVER IS THE LONGER. EMERGENCY SERVICES CAN BE OBTAINED BY CALLING 0121 706 8666 DURING OFFICE HOURS, OR 07771 745742 AT ALL OTHER TIMES.

THE MAINTENANCE OF THE SYSTEM WILL BE IN STRICT ACCORDANCE WITH PD6662:2017 (WHICH IS THE UK IMPLEMENTATION OF EN50131/1:2010 + A3:2020) AND NSI CODES OF PRACTICE.

