

# damar

## Security Systems Ltd

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

Our Ref: SIM3434/JAN24

19/03/2024

Mark Emeny  
11 Cherrington Way  
Solihull  
B91 3TH

Dear Mark

We note from our records that your yearly maintenance is due to expire. Due to this, we enclose a Maintenance Form to offer you a further one year's maintenance contract with Damar Security Systems Ltd.

Please contact Damar Security Systems Ltd within the next 14 days, by calling our office on 0121 706 8666 between 09.00-17.00 Mondays to Fridays indicating your decision. Please note that whether you decide to accept or decline the maintenance agreement, it is still important to let us know your decision to ensure that our records are kept up to date, but please read our terms and conditions carefully before deciding whether or not to proceed.

**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.**

To ensure all new and existing clients continue to receive the same high level of response and support, we can no longer provide support outside of the 12 month guarantee if the maintenance is not renewed. From now onwards CCTV system alarm callouts and remote support will be charged at an hourly rate of £115.00 plus VAT. Replacement parts are also chargeable without a maintenance contract.

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

Our Ref: SIM3434/JAN24

19/03/2024

Mark Emeny  
11 Cherrington Way  
Solihull  
B91 3TH

### **MAINTENANCE AGREEMENT (CUSTOMER COPY)**

**This quotation is in reference to the maintenance agreement number SIM3434/JAN24**

### **CUSTOMER NOTES**

**The quotation shown below is for a 12 month fully comprehensive maintenance on the CCTV system alarm at the address specified at the header of this Agreement. This quotation is current for a period of 14 days only from the date shown.**

The cost for a 12 month fully comprehensive maintenance agreement on CCTV system Alarm at the above premises will be:

**£200.00. inclusive of VAT**

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### **ACCEPTANCE**

I/We would like to accept the quotation in reference to the maintenance agreement number  
**SIM3434/JAN24**

I/We agree to the price of £200.00 inclusive of VAT for a 12 month maintenance agreement on the CCTV system Alarm at the above premises with Damar Security Systems Ltd.

I /We agree to pay the above amount upon completion of the inspection of the system.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please contact me on the following daytime number to arrange our maintenance inspection:

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### **DECLINATION**

I / We would like to decline the quotation for annual CCTV system alarm maintenance, agreement number .

I / We understand that if Damar Security Systems Ltd are requested to attend site, that a call out fee of £115.00 plus VAT for a 1-hour callout and £115.00 plus VAT per additional hour is payable, along with the cost of all replacement parts. I further understand that Damar Security Systems are unable to offer any further telephone support for my system.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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## Security Systems Ltd

Our Ref: SIM3434/JAN24

19/03/2024

Mark Emeny  
11 Cherrington Way  
Solihull  
B91 3TH

### **MAINTENANCE AGREEMENT (OFFICE COPY)**

**This quotation is in reference to the maintenance agreement number DS397.**

### **CUSTOMER NOTES**

**The quotation shown below is for a 12 month fully comprehensive maintenance on the CCTV system alarm at the address specified at the header of this Agreement.**

**This quotation is current for a period of 14 days only from the date shown.**

The cost for a 12 month fully comprehensive maintenance agreement on CCTV system alarm at the above premises will be:

**£200.00. inclusive of VAT**

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### **ACCEPTANCE**

I / We would like to accept the quotation in reference to the maintenance agreement number  
**SIM3434/JAN24**

I / We agree to the price of £200.00. **inclusive of VAT** for a 12-month maintenance agreement on the CCTV system alarm at the above premises with Damar Security Systems Ltd.

I / We agree to pay the above amount upon completion of the inspection of the system.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please contact me on the following daytime number to arrange our maintenance inspection:

---

### **DECLINATION**

I / We would like to decline the quotation for annual CCTV system alarm maintenance, agreement number  
**SIM3434/JAN24**

I / We understand that if Damar Security Systems Ltd are requested to attend site, that a call out fee of £115.00 plus VAT for a 1 hour callout and £115.00 plus VAT per additional hour is payable, along with the cost of all replacement parts. I further understand that Damar Security Systems are unable to offer any further telephone support for my system.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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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.
2. 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.
3. 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.
4. THE COMPANY UNDERTAKES TO ENSURE THAT ALL OF THE MATERIALS USED 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.
5. 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.
6. 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
7. 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.
8. THE CUSTOMER IS ADVISED THAT THIRTY 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.
9. ANY CALLS (EITHER TELEPHONE OR SITE VISITS) OUTSIDE OF THE MAINTENANCE AGREEMENT (I.E. IF THE AGREEMENT IS DECLINED) WILL BE CHARGED AT £115.00 PLUS VAT FOR THE FIRST HOUR AND £115.00 PLUS VAT
10. FOR ANY SUBSEQUENT HOURS/ PART HOUR SPENT ON THE TELEPHONE, OR ON SITE. REPLACEMENT PARTS WILL BE CHARGED ADDITIONALLY.

**ANY ISSUES CAN BE REPORTED BY CALLING 0121 706 8666 DURING OFFICE HOURS, OR 07771 745742 AT ALL OTHER TIMES, IN THE EVENT OF AN EMERGENCY.**

**THE MAINTENANCE OF THE SYSTEM WILL BE IN STRICT ACCORDANCE WITH EUROPEAN STANDARD EN50132, NCP104 AND NSI CODES OF PRACTICE.**