



TNL Complete Care Proposal
For: Private Client c/o Knight Frank

Project Reference

000

Project Address

Apt 2 | 77 Mayfair

Quotation Dated

21/03/2025

Quotation Valid Until

31/12/2025

TNL Complete Care Quotation For: Private Client c/o Knight Frank

Project: 000 | Apt 2 | 77 Mayfair | Dated: 21/03/2025

	Complete Care Options Comparison				
	No Cover	Level 1	Level 2	Level 3	Level 4
Telephone Support & Remote Diagnostics					
Telephone & Remote System Support	-	✓	✓	✓	✓
Telephone Support 24/7/365	-	-	-	✓	✓
Remote Login Response Time	Up To 5 Working Days	Same Day (Mon-Fri 8am - 5:30pm)	Within 4 Hours (Mon-Fri 8am - 5:30pm)	Within 4 Hours (24/7/365)	Within 1 Hour (24/7/365)
On Site Engineer Response					
All On-Site Labour Included	-	-	✓	✓	✓
On-site Response 24/7/365	-	-	-	-	✓
On-site Response Time	Up To 10 Working Days	Within 72 Hours (Mon-Fri 8am - 5:30pm)	Within 48 Hours (Mon-Fri 8am - 5:30pm)	Within 24 Hours (Mon-Fri 8am - 5:30pm)	Within 4 Hours (24/7/365)
Labour Costs					
Remote Diagnostics (Cost)	£125.00	✓	✓	✓	✓
On-site Callout Charge (Includes 1st Hour)	£250.00	£250.00	✓	✓	✓
On-site Additional Hour	£125.00	£125.00	✓	✓	✓
On-site Daily Labour Charge Cap	Uncapped	£650.00	✓	✓	✓
Recurring Costs					
Cost Monthly	-	£154.69	£306.28	£432.11	£604.34
Cost Quarterly	-	£464.06	£918.84	£1,296.33	£1,813.03
Cost Annually	-	£1,856.25	£3,675.38	£5,185.31	£7,252.13
Minimum Contract	-	12 Months	12 Months	12 Months	12 Months
System Preventative Maintenance Bolt Ons (Additional Annual Cost)					
Annual Preventative Maintenance Visit	-	£750.00	£637.50	✓ (Included)	✓ (Included)
Biannual Preventative Maintenance Visits	-	£1,500.00	£1,275.00	£637.50	✓ (Included)
Quarterly Preventative Maintenance Visits	-	£3,000.00	£2,550.00	£1,912.50	£1,275.00
<p><i>All prices are quoted excluding VAT and subject to VAT @ the prevailing rate. VAT will be applied at the point of invoice.</i></p> <p><i>Invoice payment terms are 15 days. Prices quoted are valid until the end of the calendar year and reviewed annually.</i></p>					

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How to Contact Us

via Telephone

Please contact the office directly on **0344 809 4996** during normal opening times Monday to Friday 09:00AM to 17:00PM.

If you are a customer of our Level 3 or Level 4 packages with 24/7/365 support, please use the out of hours number that you will be provided with

via Email

We have a dedicated aftercare team which can be reached via **aftercare@thenextlevel.co.uk**

Please note that this email address is only monitored during working hours, if you are a customer of our Level 3 or Level 4 package with 24/7/365 telephone support, please use the out of hours number you would have been provided for emergencies

Please Note

Whilst our engineers do each have an individual email address and mobile number, these are for the purpose of internal communications or communicating with clients for appointments. To ensure prompt service, please do ensure that all requests for service or updates on outstanding service issues, are made through the official channels detailed above.

We can not guarantee response times if issues are reported to our engineers directly

We do not offer a "pay as you go" emergency call out service. For emergency on site service only clients with our Level 4 package will be covered. Clients with our Level 3 package will be covered for emergency remote service only. Should an on-site callout be required, this will be arranged for the next working day

TNL Complete Care Order Form

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START DATE

In order to proceed with our Complete Care, please complete the relevant sections and return it to aftercare@thenextlevel.co.uk

TNL Complete Care Level 1

Please complete this section if you wish to proceed with Level 1

Payment Option (Please Tick)	Monthly @ £154.69	Quarterly @ £464.06	Annually @ £1856.25
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TNL Complete Care Level 2

Please complete this section if you wish to proceed with Level 2

Payment Option (Please Tick)	Monthly @ £306.28	Quarterly @ £918.84	Annually @ £3675.38
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TNL Complete Care Level 3

Please complete this section if you wish to proceed with Level 3

Payment Option (Please Tick)	Monthly @ £432.11	Quarterly @ £1296.33	Annually @ £5185.31
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TNL Complete Care Level 4

Please complete this section if you wish to proceed with Level 4

Payment Option (Please Tick)	Monthly @ £604.34	Quarterly @ £1813.03	Annually @ £7252.13
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Billing Details

- If you are opting to paying monthly, direct debit is compulsory. If you are opting to pay quarterly, you can pay via direct debit or have an invoice generated for you to make a manual payment. If paying annually, we do not accept direct debit and an invoice will be generated annually.

Direct Debit	If required	Sort Code	Account Number
Email Address	Account Holder Name		

Terms & Acceptance

- TNL Complete Care is subject to a minimum term of 12 months and will be on a recurring basis until cancelled. After the minimum term has passed the agreement can be terminated at any time. Your cover will then end at the end of the month that the agreement was terminated as payments are made pro-forma. There will be no refunds for agreements terminated part way through a month.
- Invoices will be generated on the first working day of each month and issued to the supplied email address
- I authorise TNL Systems Ltd to collect the payments outlined via Direct Debit unless otherwise agreed
- Payments will be collected a few working days after the invoice date

Signed	Print Name
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