

Terms & Conditions – Alpha Secure

It is beneficial that this document be read in conjunction with all Quotes and Estimates prior to Installations, Contracts, Maintenance works and Invoices.

The ‘customer’ is defined as the person who requires a service and/or work activities to be performed by the company.

The ‘company’ is defined as Alpha Secure, of 6 Kingfisher Walk, Linton, Cambs.

The ‘Alarm System’ is defined as the components, parts, wiring, detectors, control panel, keypad, keyfobs, sounder, that form a complete and functional Alarm system.

The ‘CCTV System’ is defined as the components, parts, wiring, cameras, connectors, power supplies, DVR that form a complete and functional CCTV system.

The ‘Access Control System’ is defined as the components, parts, wiring, connectors, power supplies, Transmitters, Receivers, keyfobs, tags, swipe cards, electromagnet, drop bolt, solenoid, latch, keypad that form a complete and functional Access Control System.

The ‘Security system’ is a generic name for an Alarm system and/or a CCTV system and/or an Access Control system.

A ‘Maintenance Contact’ is where the company has agreed to maintain a security system owned by the customer for a period of 1 year.

1) A ‘new’ Security system is where a brand new complete system is provided and installed by the company.

2) A ‘take over’ Security system is where the company has taken over an existing Security system, neither provided, nor installed by the company. As part of the take over, the company will display the company logo on the external security equipment, such as the Bell Box or CCTV cameras. The customer will only incur take over repair charges where security system defects are identified during an initial inspection.

3) The annual Alarm, or CCTV, or Access Control Maintenance Contract provides:

- One free maintenance visit each year, up to one hour on site.
- Silver and Gold contracts offer additional benefits.
- The company will arrange a mutual date and time with the customer for the Annual maintenance visit.
- The company will check the operation of the Security system.
- The company will inform the customer of any system defects found.

3i) Security system out of warranty:

If any part of the Security system has no warranty with the company and fails during the company maintenance contract period, the cost of callout, labour and parts will be charged to the customer.

3ii) Security system with warranty:

The cost of callout, labour and parts will be charged to the customer, where the Security system is damaged due to accidental or wilful breakage, tampering, animal, water penetration, electrical failure, fire, explosion, Act of God.

4) Installation of a new Security system:

A warranty of 1 year will apply to all new Security equipment provided and installed by the company, once full payment has been received by the company. Alpha Secure remains the equipment owner until full payment has been received from the customer.

5) Installation of additional equipment to an existing Security system:

A warranty of 1 year will apply to each individual new part and/or component and/or wiring provided and installed by the company. However, a warranty does not apply to any other existing Security equipment out of warranty, or not provided and not installed by the company.

6) Access denial to property and Security system(s):

The company will charge the customer a single call out fee at the appropriate rate, where access to the Security system(s) on the customer site was confirmed by the customer and booked with the company on a set time and day, but on arrival to the customer site, access to the Security system(s) is denied for any reason, whatsoever.

7) The company provides three levels of Alarm, CCTV and Access Control Maintenance contracts:

- a) Bronze Alarm maintenance contract:
 - One free maintenance visit per year with one hour on site.
- b) Silver Alarm maintenance contract:
 - One free maintenance visit per year with one hour on site.
 - 15% discount on labour charges.
- c) Gold Alarm maintenance contract:
 - One free maintenance visit per year with one hour on site.
 - 15% discount on labour charges.
 - One free standard day time call out within the maintenance period.

9) Definitions of a Call out:

A 'call out' is defined as a un planned event where the customer has asked for assistance from the company at an agreed location/site, at short notice.

A standard call out is between the hours of 8.30am to 5:00pm, Monday to Friday. An out of hours call out is at all other times, Monday to Sunday, including public Bank Holidays.

10) Call out charges:

Standard call out = £40 within a 10 mile radius, and then £60 within a 20 mile radius, plus £60.00 per hour on site.

Out of hours call out = £80.00 for the call out within a 10 mile radius, £120.00 within a 20 mile radius, plus £80.00 per hour on site.

11) Orders and deposits:

The company is able to accept confirmation of an order by phone for small orders of Security equipment under £100 value. Orders over £100 require written confirmation and a deposit, usually between 20% to 40% of order value. Any order that is cancelled once confirmed to Alpha Secure, either by phone or otherwise, is subject to a minimum handling charge of £60 payable to Alpha Secure, to cover carriage and handling expenses where a return policy exists with our supplier(s). If no returns policy exists with our supplier(s) then the customer is required to pay Alpha Secure for all ordered materials in full within 15 days.

12) Failure of Security equipment or Security system(s).

The company will not accept responsibility for any loss or failure however caused as a result of any equipment the company supplies, installs, maintains, recommends, repairs or surveys.

12) Warranty and limitations:

If the Security system is tampered in any way, during the warranty period, the warranty becomes immediately null and void. We attempt to provide high security seals where possible to detect tampering, additional to the system reporting tampers.