

Terms and Conditions

1.) EXCLUSIONS (unless otherwise mentioned)

- 1.1 The provision of 240V power outlets, shelving, telephone lines, scissor lifts or other EWP's. If these are required, this cost will be passed directly on to the customer.
- 1.2 Trenching or excavating for underground cable where not included on the quotation.
- 1.3 Third party charges for internet connections, offsite monitoring, data charges or any other third-party charge.
- 1.4 No guarantee can be made that the customer's modem, internet service or any other product or service that we do not provide will be suitable for remote/mobile access of CCTV, alarm, or intercom systems.

2.) INCLUSIONS

- 2.1 Connection of installed products to an existing modem through cables or Wi-Fi extenders.

3.) PRICING, PAYMENT, AND DEPOSITS

- 3.1 A deposit of 40% of the total cost of the quote is required to be paid by the customer before works can begin.
- 3.2 Deposits received in advance of works are non-refundable. We reserve the right to refund deposits at our discretion.
- 3.3 All installed products remain our property until full payment has been received.
- 3.4 Overdue invoices (after completion of work) will be subject to late payment fees as follows:
 - Seven days past due date: 10% surcharge,
 - Each month thereafter: 10% surcharge.
- 3.5 We reserve the right to waive late payment fees at our discretion.

4.) LIABILITY

- 4.1 We assume no liability for incidental or consequential damages (including loss of revenue or profits) of any nature arising out of or related to the supply of products or the delivery of services.

5.) STOCK AND DELIVERY TIMEFRAMES

- 5.1 We will make every effort to deliver products and services as soon as is reasonably possible but can make no guarantee of timeframe.
- 5.2 We make no guarantee of any scheduled works or delivery of stock at any point unless deposits have been received prior.

6.) WARRANTIES

- 6.1 We warrant that equipment installed will be free from defects for the period of warranty provided for each product described from the date of install. Standard warranty periods (where not explicitly stated in specific product documentation) is as follows:
 - HikVision products: 3 years

- HiLook products: 3 years
 - Bosch products: 3 years
 - iPhone products: 3 years
 - HDDs, monitors and other peripherals: 1 year
 - Cabling, brackets, and fixings: 1 year
- 6.2 We will repair or replace any parts or products that are deemed to be defective within the specified warranty period under the following conditions:
- We are notified in writing by the customer of any defect within the warranty period,
 - The equipment has not been damaged due to misuse, attempted repair, improper maintenance, animal damage, or acts of God.
- 6.3 Our liability includes the repair or replacement of the defective part or product only. Any labour + travel related to the collection of the defective part or product and the subsequent installation of the repaired or replaced part or product is not included under the warranty.
- 6.4 We reserve the right to waive any labour + travel charge as part of a warranty claim at our discretion.
- 6.5 Warranties are non-transferable and extend only to the customer(s) on the original receipt/invoice.
- 6.6 Repair or replacement of product shall not extend the product warranty.

7.) SEVERABILITY

- 7.1 As far as possible all provisions of these Terms and Conditions are construed so as not to be void or otherwise unenforceable.
- 7.2 If anything in these Terms and Conditions is void or unenforceable, then it will be severed, and the rest of the Terms and Conditions remain in force.

8.) APPLICABLE LAW

- 8.1 All agreements with us and these Terms and Conditions shall be governed by the laws of the State of Queensland.