

TERMS AND CONDITIONS



We are not huge fans of the small print, but we must comply under the laws of the UK to provide and

make sure you are fully aware of our terms and conditions.

Between you ('the customer') And JS Security Solutions ('us').

1. PURPOSE

1.1 Any security system installed by JS Security Solutions, is designed to decrease the risk of loss or damage to your premises and deter potential theft so far as this can be done using this type of equipment. With this said, we do NOT guarantee that the system cannot be removed, tampered with, or made to stop working by you or any unapproved person. Should this happen, JS Security Solutions will not take any responsibility for losses you may suffer directly or indirectly because of this.

1.2 The customer will be provided a full free survey of the said system, identifying areas of coverage and device location installation. If for some reason a site survey could not be conducted but the quote was accepted, before installation, our engineers will discuss and agree the equipment location for installation before any works are conducted. Both the customer/s and the company will agree on the positions before the work is conducted.

1.3 The customer must agree that they have full decision making when discussing the device locations, if not, JS Security Solutions should be made aware instantly and whoever has the authority to make the decisions should be made aware straight away and agree to be present or accept the customers decision.

2. PAYMENT

2.1 A minimum deposit of the quote cost will be expected when the order for installation is placed via our website, email or over the phone. The amount payable is 20% but can be amended within special circumstances if pre-approved by management.

2.2 The balance is payable immediately upon completion of the work to our engineer on the day.

2.3 Payment can be made by cash, bank transfer, cheque, or card.

2.4 We expect you to pay monies due promptly. If payment to us is overdue and should you refuse to pay the money, a late payment fee of £100 will be required. In the event we can't retrieve the outstanding balance we will transfer the payment collection to a debt recovery agent or solicitor. The additional costs of the debt collection and any legal and court fees will also apply. The equipment will be removed.

2.5 Orders that are cancelled within the 14-day cooling off period will receive their deposit back in full. However, if a request from you is provided either by phone, email or writing asking us to commence work prior to the expiry of the 14-day cancellation period, you understand that if you subsequently cancel the contract within the 14-day period, you will be asked to pay for any work that has been carried out prior to the cancellation.

3. COSTS

3.1 All quotes are valid for a period of 14 days.

3.2 The quoted costs may be revised if:

TERMS AND CONDITIONS



(a) You require the work to be carried out more urgently than agreed i.e., weekends, out of hours or bank holidays.

(b) You wish to modify the agreed proposal.

(c) Your premises are unsuitable for the equipment, and this was not evident during the correspondence or there are circumstances which we should have been notified of.

(d) any other special conditions that arise and we were not made aware of when supplying you with the original quotation. This includes:

Re-visits for reconfiguration of the system.

Remote viewing, where the customer is accountable for the correct operation of a broadband internet service and a router that provides a minimum of 1 spare ethernet port.

The installation work is outside the working hours of 9.00am – 5.00pm Monday – Friday. Requests made by the customer to install outside these working hours will incur additional charges.

NOTE ~ Additional charges may be made if JS Security Solutions are not given access to doors, shutters, windows, or rooms where cables and equipment need to be installed therefore incurring extra cable length, in turn, time.

4. GENERAL

4.1 Our “Kit” prices quoted on our website are for installations within Essex, Kent, Surrey, East Sussex and West Sussex. Prices can be provided for areas outside of the above but will be given on an individual basis.

4.2 JS Security Solutions will strive to deliver and/or complete all our services as soon after receipt of an order as possible but cannot accept any liability whatsoever for any claim made in connection with any delay in delivery or completion however caused for example, delivery of equipment is delayed or lost in transit.

4.3 You agree to give JS Security Solutions access to your property to survey, install and service the equipment. You also agree to provide a sufficient electricity supply for the equipment to operate correctly. We are not liable if completion is delayed due to circumstances beyond our control. By signing the contract with us, you guarantee that you have full authority to allow the installation and no other consent is needed.

4.4 You agree to grant JS Security Solutions to take non identifying photographs of your installation for publication on our website and social media platforms.

5. EQUIPMENT

5.1 If you want to cancel a service you’ve arranged online, over the phone or by mail-order, you get a 14-day cooling-off period. During the 14 days, you can cancel for any reason and get your money back.

TERMS AND CONDITIONS



You also get this cooling-off period if you were approached by the business somewhere away from the business's premises and the service costs £42 or more.

Your cooling-off period begins the day after you enter a contract with the business - whether the contract's written down or if it's an oral contract.

5.2 If a request for the equipment to be installed within the 14-day cooling off period by the customer, you understand that if you were to cancel the contract within the 14-day period, you will be asked to pay for any work that has been carried out prior to the cancellation.

5.3 We will provide full training on completion of installation.

5.4 The equipment is property of JS Security Solutions till full payment is received from the customer.

5.5 If JS Security Solutions installation service only is required for a kit purchased by the customer, JS Security Solutions will provide no warranty or guarantee of the customers equipment, including configuration and settings. The customer agrees to take full responsibility for their equipment and does not expect any future warranty or equipment issues to be resolved by JS Security Solutions.

6. GUARANTEE / WARRANTY

We provide a warranty period of 24 months on all our CCTV products other products may vary but will be made aware of this. The first 12 months include installation warranty but if the system is to be found damaged or not functioning correctly due to vandalism or tampered with by an unauthorised person a charge will apply, this also includes changes to settings/configuration that affects the systems operation either from an unauthorised person/s or the end user.

6.1 The customer must notify us immediately via phone or email if a fault has occurred with the system in question and we will repair the fault as soon as possible after being notified.

6.2 We will repair faults on the system free of charge within the warranty period, including parts and labour if within the first twelve months from the installation date. This guarantee does not apply to matters stated in condition 6.3.

6.3 The guarantee does not apply if we believe or have suspicion that changes have been made to a system supplied by JS Security Solutions or to faults caused by the following:

Adjustment or positioning of equipment by you or others of any part of the system.

Additional items added to the system not supplied directly by JS Security Solutions.

Changes in configuration by other parties (Telecoms, Internet providers etc)

6.4 A call out fee of £85 + VAT will be charged if the fault / malfunction caused to the system has been made by the user and not a defective part / installation and the customer is out of their 12-month complimentary callout and labour term. For example, if we attend to assess an issue that has been caused by the customer accidentally or otherwise cutting, or disturbing the installation cables, a fee will be chargeable. If upon investigation there is a faulty part this will be repaired or replaced with no fee payable within the warranty period.

6.5 If your system is older than 24 months, you can purchase our warranty package if not, a callout charge of £85 + VAT will apply plus £50 + VAT per hour after the first hour plus any equipment that is replaced.

7. REMOTE VIEWING

If we are unable to configure the remote viewing on installation day due to the customers internet being down, or telecommunication issues then further charges will apply to remotely configure or revisit to complete the set up.

JS Security Solutions cannot be held liable for client IT issues such as change of router, failed connection, change of internet service provider, re-set of routers, new mobile phone, loss of settings on the router or a new operating system. Moreover, Remote viewing relies solely on your connection at site, i.e., your home or business router and internet connection, this also applies to your smart device connection, with this said, remote viewing is a secondary and not preferred method of viewing and playing back recordings, we would always suggest a monitor to be fitted onsite for a more streamline viewing experience. JS Security Solutions will not be liable for any connection issues you have logging in remotely from your smart devices.

7.1 NOTIFICATIONS

JS Security Solutions, if requested by the customer, will set up motion detection notifications to their smart devices. Notifications will be pushed to their smart devices, once the notifications have been enabled and agreed with the customer it will then be set. If the customer finds that the notifications are notifying them to often or not often enough, then it is the customers responsibility to either enable or disable the notifications from their device, if a detailed change is required, where the customer wants less or more of an area covered to either decrease or increase the notifications, this will be charged at £25 + VAT for remote changes or £85 for a site visit.

JS Security Solutions, if requested by the customer, will set up, configure and test areas of notifications for each individual camera chosen by the customer, we will programme the notifications to our best ability and with the customer present, with this said, once the notifications have been set up and agreed with the customer, JS Security Solutions will take no responsibility for any loss of signal, push notifications or camera motion sensitivity due to many factors that can be caused by the router or the routers provider, with that said, JS Security Solutions will not be liable for this.

Notifications will never be guaranteed by JS Security Solutions, furthermore, if the customer requires specific areas of coverage, only wants to be notified during certain hours or days and wants to filter false alarms by using the latest technology, JS Security Solutions can NOT guarantee the system will not pick up debris, animals, or insects from time to time, moreover, the system may not pick up all wanted movement, again this is not guaranteed by JS Security Solutions, however, the system will be set up to record 24/7.

8. LIABILITY

8.1 JS Security Solutions shall not be liable, unless due to our own negligence for the costs of any work, repairs or replacement of equipment which results from fire, electrical power surge, storms, flood, accident, neglect, natural disasters, misuse, or malicious damage.

8.2 JS Security Solutions does not guarantee that the operation of the installation will be uninterrupted or error free. We provide the system to assist in the security of the customers

TERMS AND CONDITIONS



premises but does not thereby warrant the security of the property, the customer, or the contents therein.

8.3 JS Security Solutions does not act and shall not be deemed to act as an insurer of the customers property or contents contained therein and give no warranty that by virtue of the installation of the system, the property or contents contained therein are completely secure or inviolable.

8.4 JS Security Solutions shall have no liability in contract, unless due to our own negligence for any loss suffered and, we do not accept any liability whatsoever for any consequential loss or damage (including loss of earnings or profits) which may arise from any malfunction or defect of the system.

8.5 The terms and conditions given in this contract do not affect your rights under the Sale of Goods Act or Unfair Contract Terms Act.

9. UNFORESEEABLE CIRCUMSTANCES

JS Security Solutions shall not be liable for any failure or delay in the performance of this agreement period due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other unforeseeable event.

10. APPLICABLE LAW

This contract is governed by the laws of England and Wales, Scotland or Northern Ireland and each party submits to the jurisdiction of the Courts thereof.

COMPLAINTS PROCEDURE

JS Security Solutions strive to provide a fantastic service as well as great products, but if there's something you're not happy with, we'd like you to tell us about it first so that we can try and make things right

In the first instance, please call us on 0330 133 4811. If you prefer, you can also contact us via.

Email: jandssecure@gmail.com OR info@jssecuritysolutions.co.uk

Letter: Complaints Dept, 7 Pickering Street, Loose, Maidstone, Kent, ME15 9RU

All complaints will be registered on our Complaint Log. We aim to respond to all complaints within 5 working days. If we feel a complaint will require longer than 5 working days, we will notify the customer in question and advise them of this.