



## Terms and Conditions of Installation and Maintenance for Fire and Security Systems, Intruder Systems, Access Control Systems, and CCTV Systems

### 1. Definitions

- **Company:** Decibel Fire and Security Limited.
- **Customer:** The individual or entity receiving the installation and maintenance services.
- **Services:** The installation, configuration, maintenance, and repair of Fire and Security Systems, Intruder Systems, Access Control Systems, and CCTV Systems.
- **Equipment:** All hardware and software provided or installed as part of the Services.

### 2. Scope of Work

- **Description:** The Company agrees to provide the Services as described in the quotation or proposal.
- **Changes:** Any changes to the scope of work must be agreed upon in writing by both parties and may result in additional charges.

### 3. Quotations and Payments

- **Quotations:** All quotations are valid for 30 days unless otherwise stated.
- **Payment Terms:** Payment terms will be as specified in the quotation. Typically, a deposit may be required upon acceptance, with the balance due upon completion of the installation.
- **Late Payments** Late payments will incur interest at the rate of 2.5% of the total of the quotation or invoice, for anything paid over the 30 days payment period without prior written agreement from Decibel Fire and Security Limited.

### 4. Installation

- **Access:** The Customer must provide the Company with access to the premises during agreed-upon hours to perform the Services.
- **Preparation:** The Customer is responsible for ensuring the site is ready for installation, including providing power and network connections as required.

- **Delays:** The Company is not responsible for delays caused by circumstances beyond its control, including but not limited to, weather conditions, supply chain issues, or Customer's failure to prepare the site.

## 5. Maintenance

- **Schedule:** Regular maintenance visits will be scheduled as per the maintenance agreement.
- **Access:** The Customer must provide access to the premises for maintenance activities during normal working hours or as otherwise agreed.
- **Repairs:** Any repairs or replacements not covered under warranty or maintenance agreement will be charged additionally.

## 6. Equipment

- **Ownership:** Ownership of the Equipment transfers to the Customer upon full payment.
- **Warranty:** The Equipment is warranted as per the manufacturer's warranty terms. The Company will facilitate warranty claims on behalf of the Customer during the warranty period.
- **Maintenance:** Regular maintenance is recommended and can be provided by the Company under a separate agreement.

## 7. Training and Documentation

- **Training:** Basic operational training for the Equipment will be provided upon completion of the installation.
- **Documentation:** The Company will supply relevant documentation, including user manuals and system diagrams.

## 8. Confidentiality

- **Information:** Both parties agree to keep all sensitive information received during the course of the project confidential.

## 9. Liability

- **Limitations:** The Company's liability is limited to the value of the contract. The Company is not liable for indirect or consequential losses.
- **Insurance:** The Customer should ensure they have adequate insurance coverage for the Equipment and the premises.

## 10. Compliance

- **Regulations:** The Company will ensure that the installation complies with all relevant laws and regulations.
- **Permits:** The Customer is responsible for obtaining any necessary permits unless otherwise agreed.

## 11. Asbestos Information Requirement

The Client shall provide a copy of the relevant asbestos survey/report for the site at least 48 hours prior to the scheduled commencement of works.

Failure to provide this information within the required timeframe may result in:

- Delay to the planned works, and/or
- Rescheduling of the works to a later date, and/or
- Additional costs being incurred due to aborted visits, rescheduling, or associated delays.

Decibel Fire & Security Ltd reserves the right not to commence works until satisfactory asbestos information has been received and reviewed.

## 10. Termination

- **For Convenience:** Either party may terminate the agreement with 7 days' written notice.
- **For Cause:** Either party may terminate the agreement immediately if the other party breaches any material term and fails to remedy the breach within 14 days of notice.

## 12. Dispute Resolution

- **Negotiation:** In the event of a dispute, both parties agree to attempt resolution through negotiation.
- **Arbitration:** If negotiation fails, disputes will be resolved through arbitration in accordance with the rules of the relevant arbitration body.

## 13. Governing Law

- **Jurisdiction:** This agreement is governed by and construed in accordance with the laws of the jurisdiction in which the Services are provided.

## 14. Miscellaneous

- **Entire Agreement:** This agreement constitutes the entire understanding between the parties and supersedes all prior agreements.
- **Amendments:** Any amendments to this agreement must be made in writing and signed by both parties.
- **Severability:** If any provision of this agreement is found to be unenforceable, the remaining provisions will continue in full force and effect.