

TERMS AND CONDITIONS OF TRADING

(Amended 17/02/2012)

INSTALLATION

It is understood by us that the installation will be pre-booked and access will be made available for our engineer(s) to install the handset(s) within the dwelling(s). However, one additional visit will be charged at the cost of half our standard hourly rate. Any subsequent visits will be chargeable at our standard hourly rate.

Prior to installation, the specifications will be checked by our engineering staff on site. ANY ESSENTIAL DEVIATION incurring additional expense will be notified to the client and or his agent on site before commencing work. In his absence we shall proceed. Any resultant surcharge will not exceed 10% of the quoted price.

Installation will be carried out in all respects with specialist labour and top grade materials, using P.V.C. insulated and sheathed cable to B.T specifications, CAT 5/6 cable or equivalent. However, in accordance with accepted practice we normally install "surface wiring", or any conduits provided for us. (Such conduits MUST be left for us complete with draw wires). We shall be glad to advise how such runs can be minimised. But unless otherwise stated, our work does NOT include the provision of A.C. mains points, cavities for our entrance panels when flush mounted or making good. We are willing to conceal cables behind accessible surfaces (if carpets and boards are lifted for us) - only upon written instructions.

All installations are carried out by skilled labour and with top quality materials; any fault in concealed cables is deemed to be due to damage by others. We regret that in such instances any rectification of cable faults must necessarily be chargeable on a time-and-material basis. Our quotation states whether we are supplying or using existing cables.

LOSS OF EQUIPMENT

Whilst we hold ourselves fully responsible for the safekeeping on site of our tools and materials, prior to installation, we must look to you and/or your Main Contractor for any losses on site once our cables have been drawn and/or MATERIALS FIXED IN SITU. We regret the need for this requirement, but being on site for only a limited period, we have no control over circumstances in our absence. In our experience, site security varies so extensively that we cannot take viable precautions against such losses.

TERMS OF PAYMENT (Installation)

On receipt of an official written purchase order confirming us to proceed, we will issue a Pro-forma Invoice for a deposit value of 50% which must be paid within 14 days for us to proceed, unless otherwise agreed in writing.

50% (the balance) plus charges accruing from variations, that must have been submitted and agreed in writing by the company where applicable, is payable on satisfactory completion of the installation as notified to you in writing.

RETENTION OF TITLE

Ownership of all equipment shall remain with us, as Suppliers, until payment has been made to us in full. Until such time, any possession of the equipment by the Purchaser shall be as bailee and agent for us. Should the purchaser fail to meet payment within SIXTY days from receipt of invoice, we shall be entitled to recover said equipment after SEVEN days' notice (which shall be deemed to have been validly given if sent by Recorded Delivery letter to the last address known to us) at any time thereafter, we shall take all reasonable precautions against damage to the premises, but we shall not be responsible for any damage, however caused, nor for any claim or loss resulting from the removal of said equipment. In taking such action, we shall not have waived any rights or claims for breach of contract, damages, loss of profit or otherwise arising from failure to make due payment.

RIGHT OF ACCESS

We reserve the right to attend site for inspection of the System having given a reasonable notice period, which is a minimum of a clear 24 hours in advance of the planned visit and advised in writing.

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TERMS AND CONDITIONS OF TRADING (Continued)

SUB CONTRACTORS

DORCOM reserve the right to deploy authorised sub contractors who conform to our quality management system, NACOSS Codes of Practice, and Health & Safety selection and control procedures.

SPECIFICATION

NACOSS Codes of Practice, UK/EU legislative and regulatory directives and HSE compliance.

COMPLETION

A certificate of Status and Compliance will be issued upon completion of the installation, upon request.

WARRANTY

All systems bought and installed on outright purchase, come complete with a TWELVE-month warranty form the date of completion, which includes faulty equipment and workmanship. It does not include, neither supply of mains electricity, satellite or digital signalling or telecommunication access, or the repairs of faults due to the failure or irregularity of those supplies, and the owner agrees to pay where applicable, for unnecessary maintenance visits incurred by User error or where a reported fault cannot be established. Works shall be carried out during the company's normal working hours unless the subscriber has contracted with the company for extended cover at an agreed surcharge.

ACCEPTANCE OF OUR QUOTATION

OUTRIGHT PURCHASE (Installation)

If you wish to accept the quotation please issue an appropriate Purchase Order on your official letterhead paper indicating the company/person you wish the Pro-forma Invoice to be made out to with their contact details. Alternatively we will accept payment by Credit Card @2.5% fee, Debit Card or Bank Transfer.

Upon receipt of your acceptance we may raise a Pro-forma Invoice for a % of the total order value. Once we have received your deposit (within 14 days from the date of our Pro-forma Invoice) the equipment will be ordered. (The Quotation will show whether a % deposit is requested)

Once we have received your equipment, our installation department will contact you to arrange a convenient time for the installation to take place.

After the installation has been completed we will send you the final invoice for the balance remaining along with copies of the completion letter, satisfaction letter and certification of works documents.

SYSTEM RENTAL OPTION

If you wish to accept the quotation please issue an appropriate Purchase Order on your official letterhead paper indicating the company/person you wish the Pro-forma Invoice to be made out to with their contact details. Alternatively we will accept payment by Credit Card @2.5% fee, Debit Card or Bank Transfer.

Upon receipt of your acceptance we will raise an Invoice for the 1st year's rental and draw up the contract, once we have received the initial rental the equipment will be ordered and your order will be passed to our installation department.

Once we have received your equipment our Operations Manager will contact you to arrange a convenient time for the installation.

More Info: <http://www.dorcom.co.uk/securitysystemrentals.html>

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TERMS AND CONDITIONS OF TRADING (Continued)

SERVICE/ MAINTENANCE AGREEMENTS

If you wish to accept the quotation please issue an appropriate Purchase Order on your official letterhead paper indicating the company/person you wish the Pro-forma Invoice to be made out to with their contact details. Alternatively we will accept payment by Credit Card @2.5% fee, Debit Card or Bank Transfer.

More Info: <http://www.dorcom.co.uk/securitysystemrentals.html>

OUR PRICE PROMISE

DORCOM offers a guaranteed price promise. This means that if you have received an alternate quotation for the same equipment and it is cheaper, then we will match or beat that price. The alternate quotation must be supplied to us to verify its authenticity on officially headed paper. No variations or alternate supplier/manufactured equipment will be considered. Dorcom Limited must have equitable trading arrangements with the supplier for the price promise to be valid. Applies to all our quoted services with the exception of our Rental Contracts.

NOTES ACCOMPANYING OUR TERMS & CONDITION

PRICES

All prices hold firm for 30 days from date of quotation. Works carried out beyond this date will be subject to price increments pertaining at that time. Prices are subject to inspection of drawings or our free site survey.

MAINTENANCE AGREEMENTS

All rental prices include free maintenance (unless otherwise stated). Outright purchase prices quoted do not include maintenance (except for the first year's warranty), which can be provided either by way of an annual maintenance contract or on a call out basis. Full details are available on request.

RENTAL MAINTENANCE AGREEMENT TERMS

In line with current legislation, we can ONLY offer a system on a rental basis if the Rental Agreement is signed in the name of a Limited or Public Limited Company, and NOT an individual.

VIDEO ENTRANCE PANELS & CAMERAS

For optimum quality pictures, we ask clients to note that CCTV cameras obey the normal rules of photography - e.g. if a subject is illuminated from behind (by the sun or other means), it is probable that only a silhouette will be observed on the monitor(s). Thus, it is very important that the location of the entrance panel is selected carefully, so that a sufficiently high level of light is always provided to ensure the best results. The illumination level should at least serve to highlight visitors' faces when in fairly close proximity to the entrance panel.

DOUBLE DOORS

If there are double doors at the main entrance, one of the leaves must be bolted.

ELECTRIC DOOR RELEASES

Our standard electric door releases allowed for in our quotation are suitable for night latch type locks (e.g. Yale, Chubb 3R35X) fitted to timber framed doors. If the doors are to be of metal, UPVC or any other type of construction, please advise us with detailed drawings of the main entrance doors, we shall be pleased to recommend a suitable lock. We may be required to use a special door release which would incur extra costs. Unless requested, the electric door release will be supplied as a fail locked unit.

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TERMS AND CONDITIONS OF TRADING (Continued)

LOCKS

Unless specified in the quotation, our price for the door entry system does not allow for the provision of a lock.

POWER SUPPLY

Unless otherwise stated, an un-switched 3 amp fused spur is required to be provided by others for EACH system or equipment required. NB: For a CCTV, IP CCTV or Mobile Phone Network CCTV, a 3 amp fused spur is required to be provided by others at every camera and monitor position.

The above to be installed in accordance with the pertaining British Standard and current I.E.E. Regulations.

OUR WEBSITES

Main: <http://www.dorcom.co.uk>

Online Shop: <http://www.doorentrysystemslimited.com>

