

SUPPLEMENTARY CONDITIONS FOR CCTV SYSTEMS

OUR AGREEMENT WITH US (this “AGREEMENT”) is made up of the following documents:

- (i) THESE SUPPLEMENTARY CONDITIONS FOR CCTV SYSTEMS;
- (ii) THE CONDITIONS FOR SUPPLY OF PRODUCTS & SERVICES;
- (iii) THE RELEVANT ORDER FORM(S), QUOTATION, OR PROPOSAL;

In the event of conflict, these Supplementary Conditions take precedence.

These conditions:

- a) Apply to all contracts between you and us and override any terms you seek to impose.
- b) Exclude all terms implied by law, trade custom, or prior dealings to the fullest extent permitted.
- c) Cannot be varied except in writing signed by us.

1 DEFINITIONS

- 1.1. **Services** – Design, supply, installation, commissioning, configuration, testing, maintenance, and associated works for CCTV systems, including any monitoring or signalling equipment described in the Quotation or agreed in writing.
- 1.2. **Works** – Physical installation, testing, commissioning, programming, repair, or maintenance activities performed by us.
- 1.3. **Scope of Works** – Detailed description of Services, often defined in the Quotation.
- 1.4. **We / Us / Our** – [Your Company Name], [Address].
- 1.5. **You / Customer / Client** – The organisation contracting with us and any person acting with its authority.
- 1.6. **Approved Premises – Site(s)** listed in the Quotation or Order.
- 1.7. **Customer Equipment** – Equipment, systems, fixtures, or materials owned or controlled by you or third parties that we work on or around.
- 1.8. **Equipment** – Cameras, recording devices, wiring, tools, and other materials owned or controlled by us used to carry out the Works.
- 1.9. **Quotation** – Our written offer to carry out the Services.
- 1.10. **Purchase Order** – Your written instruction to proceed based on the Quotation.
- 1.11. **Variation** – Any change to Scope of Works, quantities, working hours, access, drawings, assumptions, or other contract elements.
- 1.12. **Working Hours** – Monday to Friday, 08:30–17:30, excluding public holidays.
- 1.13. 08:30–17:30
- 1.14. **Programme** – Schedule for delivery of the Works as agreed in writing.
- 1.15. **RAMS** – Risk Assessment and Method Statement.

2 QUOTATION, SURVEY & PRICING

- 2.1. All Quotations are subject to site survey unless expressly stated otherwise.
- 2.2. Quotations assume:
 - 2.2.1. Free and safe access to work areas during Working Hours.
 - 2.2.2. Environmental conditions at the time of survey remain unchanged.
 - 2.2.3. Clear routes for cameras, cabling, and equipment installation.

2.2.4. No hidden obstructions or site restrictions.

2.2.5. Use of Equipment listed in RAMS

2.3. Prices are valid for 30 days from the Quotation date unless stated otherwise.

2.4. A Quotation does not form a contract until we confirm acceptance in writing.

2.5. If actual site conditions differ, we may revise pricing, Programme, or resources and issue a Variation.

2.6. Prices cover the overall solution; reduction in cameras, recording devices, or coverage does not automatically reduce price unless agreed in writing.

3 SCOPE AND LOCATION OF WORKS

3.1. Works are limited to the Approved Premises identified in the Quotation or Order.

3.2. Any change to camera locations, quantities, or coverage requires a Variation and may affect pricing or Programme.

3.3. Works at locations other than the Approved Premises require a separate Quotation and agreement.

4 ACCESS, SITE CONDITIONS & ENVIRONMENT

4.1. You must provide free, safe, and uninterrupted access to all work areas during the Programme.

Restricted or phased access, out-of-hours work, or interference may incur additional charges.

Any change to the premises affecting system performance must be notified immediately.

We reserve the right to:

4.1.1. Adjust the Scope of Works or Programme

4.1.2. Issue a Variation

4.1.3. Suspend Services until safe and effective access is provided

5 INSTALLATION STANDARDS & MAINTENANCE

5.1. Systems are installed to current British & European Standards (e.g., BS EN 62676) and NSI Gold requirements.

5.2. We may inspect and test systems periodically and carry out repairs due to fair wear and tear. Batteries, consumables, or damage caused by extraordinary events (lightning, flooding, vandalism) are excluded unless agreed.

5.3. Defective equipment may be replaced with equivalent alternatives providing the same level of protection or performance.

5.4. Access for maintenance must be provided at reasonable times during Working Hours.

6 CUSTOMER RESPONSIBILITIES

6.1. You shall:

6.1.1. Pay charges per Quotation or contract.

6.1.2. Ensure safe and compliant site conditions.

6.1.3. Provide electricity and telecommunications infrastructure required for system operation.

6.1.4. Notify us of defects, system activations, or environmental changes affecting performance.

6.1.5. Not allow anyone other than authorised personnel to modify or repair the system.

6.1.6. Take reasonable steps to prevent nuisance activations.

7 PAYMENT & TITLE

7.1. Ownership of cameras, recording devices, and associated equipment remains with us until full payment is received.

7.2. Signalling devices, pre-programmed units, or proprietary components remain our property and must be returned upon termination.

8 LIABILITY & LIMITATIONS

8.1. Systems are intended to reduce risks of loss, damage, or injury, but cannot guarantee prevention of all incidents.

8.2. We are not liable for consequential losses, trading losses, or loss of data except as required by law.

8.3. Effectiveness depends on correct use, site conditions, and adherence to standards. Misuse or neglect may void warranties.

9 CONTRACT TERM & TERMINATION

9.1. Standard term: 2 years from acceptance, renewable annually unless notice is given.

9.2. At least 3 months' notice is required for termination.

9.3. We may terminate immediately if payments are overdue by more than 60 days or site conditions prevent safe operation.

9.4. Upon termination, Customer shall pay all costs incurred to date, including any removal of equipment if required.

10 CONTRACT TERM & TERMINATION

10.1. You are responsible for compliance with data protection legislation in relation to CCTV recordings.

10.2. We do not monitor, store, or access recorded material except as required for installation, maintenance, or testing, or under separate GDPR-compliant monitoring agreements.

11 FORCE MAJEURE

11.1. We are not liable for delays or failures caused by events beyond our reasonable control, including supply chain issues, industrial action, or utility failures.

12 SEVERABILITY

12.1. If any provision is held invalid, remaining provisions remain in full effect.