



B-SECURE

9 New England Road, Scottsville, Pietermaritzburg 3201

P.O. BOX 100200
SCOTTSVILLE
3209
TEL : 033 342 4222
FAX: 033 342 4222

BE SECURE WITH... **B-SECURE**

Terms & Conditions

1. It is imperative that the customer updates the Control Room with any changes to contact numbers, premise access, key holder information etc.
2. It is the responsibility of the customer to make sure that the alarm is tested on a monthly basis. All faults that are experienced during this testing needs to be reported to our Control Room by the customer in order for our technical department to make the necessary repairs. All costs including, but not limited to callout fees, equipment repairs and or replacements etc will be for the customer's account. Failure to report a fault on an alarm system will result in the customer being charged for excessive Armed Reaction call outs.
3. Excessive Armed Reaction call outs will be charged at a nominal fee per call out. B-Secure management will deal with this on a case-by-case basis. Written agreements will be drawn up should a customer require more than 6 call outs per month.
4. The alarm system also needs to be serviced once annually by a B-SECURE technician. Failure to have this done will result in the warranty being void. B-SECURE retains the right to request proof of such service.
5. Customers going away for any length of time need to inform the Control Room of the dates that they will be away. The client needs to ensure that all contact information for themselves and all the key holders details are updated whenever there are changes. These changes must be put in writing and forwarded to B-SECURE's offices.
6. Companies requiring order numbers to appear on their invoices, must fax a request for repairs with the order number to 033-3424222 or email debtors@b-securekzn.co.za.
7. Companies and schools closing for any length of time must inform the Control Room of the dates and the relevant contact numbers as well as any change in procedures during this time.
8. Please note that payments should be made in advance. No later than 30 days grace period is given to arrears. Failing to pay an account will result in account suspension and B-SECURE reserves the right to blacklist defaulting customers.
9. Notice of thirty (30) days in writing is required for the cancellation of services. B-SECURE accepts cancellations via fax (033-3424222) email (debtors@b-securekzn.co.za) and post.
10. A call out fee for technical support will be charged. The amount may vary. It is the customers' responsibility to enquire about the amount before the event if required.
11. The radio transmitter installed with some alarms remains the property of B-SECURE and is never sold. In the event that B-SECURE cannot recover this device or it is damaged or irreparable, the cost of this device and/or the repairs thereof will be for the customers' account.
12. An annual connection fee will be charged out each year at the end of January. B-SECURE retains the right to increase this annual connection fee yearly. Pro rata charge is applicable.

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13. B-SECURE reserves the right to charge either a penalty for late payment or interest on overdue accounts. The fees charged in this respect will remain within the parameters set out in this regards by South African Credit Control.
14. It is the customers' responsibility to ensure that the Armed Reaction Unit has full access to the premises.
15. Vacation Response is available on request and needs to be paid for upfront.
16. Customers who pay annually will only be charged for 11 months. (one month's fees will be discounted)
17. The monthly fees for Armed Reaction and Monitoring do not include call out fees or repairs.
18. In the event of a guard needing to be placed at a site, the client is held fully responsible for the account thereof.
19. B-SECURE will not stand behind the workmanship of any person other than a B-SECURE technician and should a B-Secure technician have to work on any system where a private technician has been working on same, then this work will be for the client's account.
20. Unless written instruction is received from the customer to put their billing on hold whilst their alarm system is not working, the customer will be billed and held responsible for any amount due on the account.
21. B-SECURE reserves the right to make changes to its terms and conditions. Customers will be notified either via sms, emails, writing or phone call. An updated version of our terms and conditions will be kept on our website (www.b-securekzn.co.za).
22. It is the clients responsibility to maintain and upgrade their alarm system. Please contact us to request a quote and advice.
23. It is expressly agreed that the services rendered, equipment sold and/or installed and/or maintained and/or radio transmitter and antenna installed, as the case may be in terms hereof, are for the purpose of minimising the risk of a burglary, personal attack, injury or any other applicable cause of loss, and not of eliminating such risk. B-SECURE will not be liable in contract or delict or otherwise of whatsoever nature (including both direct and consequential loss), for any loss or injury arising from or caused by the failure by B-SECURE to perform any of its obligations herein, including any loss or injury attributable to any negligent or grossly negligent act or omission of B-SECURE or its employees or agents and all such liability is expressly excluded.
24. The customer indemnifies and holds B-SECURE harmless against any claim of whatsoever nature which may be brought against B-SECURE by any person as a result of death, injury, damage to or loss of property at any time arising out of or connected with the provision of or failure to provide the services including but not limited to a gross negligent act or omission by B-SECURE or its employees or agents or as a result of the rendering of a service by B-SECURE for any reason whatsoever. It is agreed that no insurer will have any rights or subrogation against B-SECURE and the customer agrees to notify its insurers of all the provisions of this clause.

Customer Name

Date

Signed as accepted

**REGISTERED AS A SERVICE PROVIDER WITH THE PRIVATE SECURITY INDUSTRY REGULATORY
AUTHORITY: 569372**