

Impact Alarms Limited – Terms and conditions (latest update Feb2014)

Please be aware, we (Impact Alarms Ltd) reserve the right to amend any part of our terms and conditions without notice.

0.0 Terminology:

(a) The customer = any person / company signing our agreements to engage our services, including but not limited to security / fire alarm monitoring, security alarm installations / maintenance, electrical installations / maintenance, medical alarms installations / maintenance, rapid / static patrols and guard services.

1.0 Liability:

Impact Alarms Limited excludes its liability to the customer for any loss, damage, liability, expense, cost, charge, injury or death sustained or incurred by the customer or any other party resulting directly or indirectly out of:

- (a) the supply, performance or use of any equipment or services; or
- (b) any act of god, governmental or other administration act or omission, industrial disputes or any other matter outside our control; or
- (c) any failure or delay of emergency services and/or security patrols; or
- (d) any failure of the communication lines used to call the monitoring station. (land line or cellular).

2.0 Warranty

Impact Alarms Ltd will provide a 5 (five) year warranty on any goods supplied (excludes batteries) and a 2 (two) year warranty for any labour provided:

- (a) the goods installed are not tampered with in any way shape or form; and
- (b) the goods are kept in good working condition; and
- (c) the goods have not been subject to mater outside our control including but not limited to acts of god and power surges.

2.1 Replacement Parts

Impact Alarms Ltd will replace or repair (at our discretion) free of charge within the warranty period any faulty goods provided they have met the criteria outlined in 2.0

3.0 Products & Services / Customer Obligations:

When purchasing our products (and/or services) or while connected to our monitoring centres, the customer agrees to:

- (a) pay all monthly fees on time for products supplied or services provided; including those as detailed on our monitoring connection forms; and
- (b) pay all fees to any dispatched security patrols / emergency services if we (monitoring) were instructed to dispatch them on your behalf; and
- (c) provide 3 (three) months written notice (email or post) when monitoring is no longer required and pay those months as per normal plus an additional disconnection fee of \$65.00 + GST as a physical disconnection from our monitoring station is required (30 min site visit); and
- (d) to provide a fixed landline (if applicable) and 240 Volts power on the specified site to allow our products / services to work

4.0 Monitoring: (if applicable)

Impact Alarms Ltd will connect the customers alarm system to a monitoring station, with the details provided on page 2 of our monitoring connection forms. The customer agrees to, at all times, ensure this information is accurate.

5.0 Recorded phone calls:

Impact alarms would like to make you (the customer) officially aware, when calling into or receiving phone calls from our monitoring station / office, please expect that all calls are recorded. (For internal training and security purposes).

6.0 Overdue accounts

The customer is aware and agrees that, Impact Alarms Limited reserves the right to forward any fees associated with debt collection onto the customer. Including but not limited to; 3rd party debt collection fees, commissions and all administration fees.