



30 Ventura Place  
Upton Industrial Estate  
Poole, Dorset, BH16 5SW  
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## Terms & Conditions

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### 1. The Parties

The parties to this agreement ("the Agreement") are \_\_\_\_\_ whose site is situated at \_\_\_\_\_ ("the Client") and Storewatch.Co.UK Ltd T/A SWL Security Services ("the Supplier")

### 4. Supplier's Obligations

#### 4.1 Service to be provided

- 4.1.1 The Supplier agrees to provide the Services in accordance with the Agreement. The Supplier shall be subject to reasonable directions from the Client as to the manner in which it shall perform the Services.
- 4.1.2 The Supplier will at all times keep the Client informed of the progress of all matters relating to the provision of the Services and will comply with all reasonable requests for information.
- 4.1.3 Where applicable, the Supplier shall at all times complete the Services in accordance with such timetables as are agreed between the parties.
- 4.1.4 Supplier will be responsible for install, service/maintenance and take down of product.
- 4.1.5 Supplier will respond in person to equipment issues within 48 hours if the issue cannot be rectified remotely.
- 4.1.6 Supplier will be responsible for all handling of product (subject to fee to Client)

#### 4.2 Reasonable care and skill

- 4.2.1 The Supplier warrants that the Services will be performed with reasonable care and skill and shall conform to standards generally accepted within the alarm monitoring industry to which the Services relate.

#### 4.3 Legal requirements, Health and Safety requirements and the Client Rules

- 4.3.1 The Supplier agrees that it will and where applicable shall procure that all its employees, agents and sub-contractors will at all times comply with any and all legal and regulatory requirements and all applicable guidelines and codes of practice governing the performance of the Services including, but not limited to all applicable Health and Safety legislation and also to observe all the Client rules and procedures in existence from time to time.

4.3.2 The Supplier will provide the Client with guidelines so safe use that refer to the T's & C's in this document that are the responsibility of the Client to understand and follow.

**5. The Client's Obligations**

- 5.1 The Client agrees to make the payments agreed in schedule 2 in advance of service.
- 5.2 The Client agrees to ensure the product (Vulture) is provided with and kept in a protected environment where the product will not be damaged by site activity.
- 5.3 The Client agrees that, If circumstances on the site change and the product location is no longer safe from damage, the client will inform SWL Security Services immediately.
- 5.4 The Client agrees to allow SWL Security Services on site to move the product to a more suitable location, perform maintenance or perform repair to the product at any time.
- 5.5 The client agrees to report any damage that happens to the product, whatever the cause, to SWL Security Services immediately so the problem can be rectified.
- 5.6 The client agrees not handle or move the equipment at any time unless instructed by SWL Security Services to do so in the case of emergency.
- 5.7 The Client agrees to indemnify the product against any confiscation relating to the Clients legal or financial issues. Recover costs in such cases will be the sole responsibility of the Client.
- 5.8 The Client agrees to indemnify and insure the Product whilst it is on their site as they would indemnify and insure their own equipment.
- 5.9 The client will Inform SWL of any change to the site that requires changes to the risk assessment i.e. Movement of valuable goods or changes in environment.
- 5.10 The Client will take reasonable steps to ensure site is secure so as to reduce risk of theft.
- 5.11 The Client will be billed for SWL Security Services having to move the product at customers request. The cost will be £150 per day on site for any necessary movement of product. There will be no charge to the Client for maintenance and repair call outs.

**On behalf of the Client**

Signature.

Name .....

Position .....

Date .....

**On behalf of Storewatch.CO.UK Ltd.**

Signature

Name .....