

ACTIVE
FIRE & SECURITY LTD

PAYMENT

TERMS & CONDITIONS



Payment Details:

Via Cheque made payable to: **Active Fire & Security (UK) Ltd.**

Via Bank Transfer:

Account Name: **Active Fire & Security (UK) Ltd.**

Account Number: **01072509**

Account Sort Code: **30-90-49**

(Please indicate which invoice number/s you are paying for).

Via Debit or Credit Card (2.75% card processing fee charged on all card payments)

Over the phone by calling the office on **01271 322567**

Payment Terms

Payment must be made in full without retention or set-offs by no later than 7 (seven) days of invoice date. Any disputes must be made in writing within 14 days of the invoice date. If you fail to pay an invoice when due, or fail to maintain payments on the due date of a schedule, we reserve the right to demand full & immediate payment of this invoice and all remaining payments on any schedule.

Active Fire & Security (UK) Ltd reserves the right to charge interest of 8% over the Bank of England base rate current for the time being, any court fee and debt recovery cost will also be charged and without notice to suspend any further services until all arrears (including interest) have been paid and at our option, to rescind any subsisting contract with you as to all or any part of future services but without prejudice to any rights already accrued to us under such contracts.

All goods supplied remain the property of Active Fire & Security (UK) Ltd until payment has been received in full.

Annual Maintenance Contract Payment Terms:

All annual maintenance contract costs must be paid in advance, before any routine maintenance visits take place. Your first routine maintenance visit of the year will be due the following month after the invoice date. We will contact you to arrange a suitable date to undertake the visit after payment of the annual maintenance contract has been received.

If we do not receive payment within 30 days of the annual maintenance contract invoice date, we will assume you no longer require an annual maintenance contract and shall cancel the contract due to no response from customer. Any work undertaken from then on will be charged at non-contracted customer costs as listed below. With the exception of routine maintenance visits, all visits undertaken within office hours will be charge at a normal rate.

All Visits made outside of office hours will be classed as an out of hour callout and will be charged accordingly. It is the customer's responsibility to check the callout charge before requesting a callout.

Office Hours: Active Fire & Security (UK) Ltd office hours are as following:

Monday to Friday 08:30 –16:30 (excluding public & bank holidays)

All other times are deemed out of hours and callouts will be charged accordingly.

Callout Charges

If you request us to make a visit to the premises, the visit will be chargeable for callout/travelling fees, labour, and materials and you agree to pay for all visits including aborted attendance and failure to gain access.

Contracted Customers

Callout within office hours (Includes the first hour travelling/onsite) £45.00 + vat
Callout outside office hours (Includes the first hour travelling/onsite) £65.00 + vat

Non Contracted Customers

Callout within office hours (Includes the first hour travelling/onsite) £65.00 + vat
Callout outside office hours (Includes the first hour travelling/onsite) £85.00 + vat

It is the customer's responsibility to check the callout charge before requesting a callout.

Contracted Customers will always get priority over non contracted customers, and we cannot guarantee a site visit the same day for non-contracted customers.

Labour Charges

Office hours (per hour or part thereafter) £30.00 + vat
Out of hours (per hour or part thereafter) £60.00 + vat

Active Fire & Security (UK) Ltd reserves the right to charge for technical support over the phone, and this will be down to the discretion of the company.

It is the customer's responsibility to check the cost of all work, before requesting it to be undertaken. Once the work has been undertaken you are then responsible for any monies due.

Any prices given over the phone can only be classed as an estimate and all fixed price quotation must be made in writing.

Materials

All materials installed will be deemed as chargeable, unless covered under a manufactures warranty and within 12 months of installed date.

Any products that are covered by an extended manufactures warranty will be repaired or replaced after manufactures/suppliers agreement, but all callouts & labour will be deemed as chargeable.

Additional costs you may need to consider that you would be responsible for

All cost necessary for the provision of communication services from network providers, and mains supply from energy providers to enable the operation of the system through continuous service.

Any charges levied by the Police, Fire Brigade, Guarding services or other services in connection with the use or activation of the system no matter how caused.

Any financial arrangements made with yourself for persons acting as your agents for attending to, or in connection with the operation of your system.

Active Fire & Security (UK) Ltd shall not be liable for the cost of any reinstatement and or decoration of the premises made necessary by the installation, inspection, testing, adjustment or repair to any part of the system.

For a full list of our terms and conditions are available on request or please visit:
www.activefireandsecurity.co.uk/termsandconditions.