



SAFE I.S.

YOUR FIRE ALARM SERVICE PARTNER

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www.safeis.co.uk FIRE ALARM SERVICE AGREEMENT 0800 9553580

Start Date of Agreement:

Period of Contract & Renewal: As defined on page one (1, 2 or 3 years) from start date; automatically renewed at the end of the contract (a quotation will be forwarded prior to termination date).

Names of Parties:

Safe I.S. Limited, Systems House, 1 Bridge Parade, Waddon Road,
Croydon, Surrey CR0 4JH

Location of Installation:

Type of System Installation:

Applicable British Standard: BS 5839 Part1 2002 Sec. 6 Maintenance Clause 45 Inspect. & Service
BS 5266 Part 8 2004 Sec. 7.2 (Emergency Lighting)
BS 5306 Part 3 (Fire Extinguishers)

Qualifications Standard working hours are between 9.00am & 5.00pm
Outside these times will be considered additional to the quoted sum
above. Travelling time may be applicable to all emergency calls.

Visits Schedule: Fire Alarm Service & E/Lights 2 visits. Fire Extinguishers 1 visit pa.

Cost and Payment Terms: plus VAT as per Contract (based on requested period)
payable in advance, prior to first visit. All emergency callouts will be
chargeable at the current rates shown below, on 30 day invoices.

Callout costs and Rates:

Callout Charge (inc. telephone support)	£85.00
Standard hours	£46.00 per hour
Out of Standard hours	£69.00 per hour
Sunday/Bank Holidays	£87.75 per hour

System Modifications: Any modifications or repairs required to the installed system will be
completed subject to an official quotation and purchase order being in
place prior to commencement of the works.

Faults / Callouts: In the event of a fault being reported to us then all attendances will be
subject to charges in line with the rates applicable. All faults found
during a service visit will be repaired following on site authorisation.

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Access: Free and unobstructed access for our engineers will be provided for by the client subject to a minimum of 1 week’s notice of attendance being provided by Safe I.S. Limited.

Safe I.S. Limited engineers use proprietary testing equipment that enables access to most areas where the equipment is to be found. The provisions of specialist access equipment, i.e. towers/lifters are not provided or costs included within the above sum and are the responsibility of the client to provide.

Should access be restricted i.e. by Landlord reducing hours available to work, priority will be given to call points & accessible smoke detectors for functional testing. Remaining devices will be checked by looking at the analogue device values & where possible simulate the device going into alarm. Safe I.S. Limited cannot be held responsible for the non compliance of this testing due to third party restrictions and advises the client to seek dispensation from the landlord or allow for the testing to be done out of hours in compliance with the standard.

Liability: The client shall indemnify Safe I.S. Limited against all claims for loss, injury or damages arising out of the use, operation, breakdown or failure of the equipment or consequential losses arising there from unless caused directly by the negligence, error or omission of Safe I.S. Limited, its servants or agents. SAFE I. S. Limited full terms and conditions are binding within this contract and are available on request.

Contract Termination In the event that the client or Safe I.S. Limited wish to end the agreement, the contract can be terminated by giving a minimum of one months notice in writing.

Accepted on behalf of: Company.....
Name.....
Position.....
Signed
Date Contact Tel No.....

Customer to sign & return one copy by post or fax back 0800 955 3560

Accepted on behalf of: Safe I.S. Limited - Tel :0800 955 3580 Fax :0800 955 3560
Signed
Date





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TERMS AND CONDITIONS

In these Terms:

"For SIS Ltd, read SAFE I. S. Ltd

"Business Hours" means the hours of 9am to 5pm Monday to Friday excluding Public Holidays;

"Customer" means the person, firm, company or organisation named on the Estimate/ Quotation for whom SIS Ltd. Has offered to supply the Product, and/or Services in accordance with these Terms;

"Contract" means the contract for the supply of the Product, and/or Services;

"Estimate/ Quotation" means the document to which these Terms are appended;

"SIS Ltd." is a company registered in England and Wales under number 3544 889.

"Price" means the purchase price of the Product, and/or Services according to the Agreement as set out on the Estimate/ Quotation;

"Product, and/or Services" means the one or more items ordered by the Customer from the range offered for sale by SIS Ltd. from time to time as set out on the Estimate/ Quotation.

"Terms" means these terms and conditions.

1. Agreement

SIS Ltd agrees to supply and the Customer agrees to accept the Product, and/or Services subject to these Terms. Any changes or additions to these Terms must be agreed in writing by SIS Ltd, and the Customer.

2. Orders

No order which has been accepted by SIS Ltd, may be cancelled by the Customer except with the agreement in writing of SIS Ltd, and on terms that the Customer shall indemnify SIS Ltd, in full against all loss (including loss of profit costs, (including the cost of labour and materials used)), damages, charges and expenses incurred by SIS Ltd, as a result of cancellation.

3. Estimate/ Quotations

3.1 All quotations submitted by SIS Ltd, shall remain valid for a period of 30 days following which, which maybe subject to change without notice.

3.2 The quotation is valid for a period of 30 days after which we reserve the right to re-evaluate the submission prior to accepting an order.

3.3 Quotations allow for installation of the Product, and/or Services, on a continuous basis during Business Hours.

3.4 All access equipment and travelling time (where applicable) has been excluded from our bid unless otherwise stated.

4. Price

4.1 SIS Ltd, reserves the right, by giving notice to the Customer at any time before delivery, to increase the Price of the Product, and/or Services to reflect any increase in the cost to SIS Ltd, which is due to any factor beyond the control of SIS Ltd, (such as without limitation, any foreign exchange, fluctuation, currency regulation, alteration of duties, significant increase in costs of labour, materials or other costs of manufacturer), any change in delivery dates. Quantities or specifications for the Product, and/or Services which is requested by the Customer, or any delay caused by any instructions of the Customer or failure of the Customer to give SIS Ltd, adequate information or instructions.

4.2 All Prices quoted to the Customer for the Product, and/or Services are, unless otherwise expressly provided, exclusive of any Value Added Tax, for which the Customer will be additionally liable at the applicable rate from time to time.

4.3 Expense due to unforeseen travel - From time to time SIS Ltd may charge for travelling to/from a client, where it is deemed to be a callout or emergency situation and engineers attend from further afield. The client would normally be informed of this cost before the visit, but this may not be the case always.

5. Delivery

5.1 If agreed in writing on the Estimate/ Quotation, SIS Ltd, shall arrange for delivery of the Product, and/or Services to an address nominated by the Customer at the Customer's expense.

6. Payment

6.1 The Customer agrees to pay SIS Ltd, the Price and any additional sums which are agreed between SIS Ltd, and the Customer for the supply of the Product, and/or Services and any expenses reasonably incurred by SIS Ltd, in the supply of the Product, and/or Services upon delivery of the Product, and/or Services to the Customer.

6.2 SIS Ltd, shall be entitled to invoice the Customer for the Price as specified on the Estimate/ Quotation and if not specified, either on the date of the Contract or interim instalments following the end of each calendar month in which the Product, and/or Services are supplied or at such other times as may be agreed with the Customer. Default being payment in advance of visit.

6.3 If payment is not made on the due date, SIS Ltd, shall be entitled, without limiting any other rights it may have (under the Contract or at law), to charge interest on the outstanding amount (both before and after any judgement) at the rate of 6% above the base rate of Barclays Bank Plc from the due date until the outstanding amount is paid in full.

6.4 If payment for the Product, and/or Services is not made by the Customer or before the due date then SIS Ltd, reserves the right to cancel the Contract and all other existing or future orders placed by the Customer for the Product, and/or Services.

6.5 Payment terms are deemed to be strictly 30 days from date of invoice unless otherwise stated.

6.6 Should the contract extend beyond a one-month period, interim claims shall be made subject to valuation.

6.7 We reserve the right to sub-contract part or all of the works as we see fit but will ensure that quality remains constant

7. Risk and Property

7.1 Risk or damage to or loss of the Product, and/or Services shall pass to the Customer:

7.1.1 In the case of Product, and/or Services to be delivered at SIS Ltd. premises, at the time when SIS Ltd, notifies the Customer that the Product, and/or Services are available for collection:

7.1.2 In the case of Product, and/or Services to be installed at the Customer's premises or elsewhere at the Customer's request, at the time of installation or, if the Customer wrongfully fails to take delivery of the Product, and/or Services or prevents SIS Ltd, efforts to effect installation, at the time when SIS Ltd, has tendered delivery of the Product, and/or Services

7.2 Notwithstanding delivery and the passing or risk in the Product, and/or Services, or any other provision of these Terms, the property in the Product, and/or Services shall not pass to the Customer until SIS Ltd, has received in cash or cleared funds payment in full of the Price of the Product, and/or Services and all other product, and/or Services agreed to be sold by SIS Ltd, to the Customer for which payment is then due and SIS Ltd, shall be entitled to all rights of access to the Customer's premises to enforce its rights hereunder:

7.3 In the event of the Customer reselling or otherwise disposing of the Product, and/or Services or any part thereof before the property therein has passed to the Customer as set out in clause 6.2 above, then the Customer will, until payment in full to SIS Ltd, of the Price, hold in trust for SIS Ltd, all its rights under any such contract of resale or any other contract in pursuance of which the Product, and/or Services or any part thereof are disposed of, or any contract by which property comprising the said Product, and/or Services or any part thereof is Or is to be disposed of, and any monies or Other considerations received by the Customer there under.

7.4 Once materials have been installed, the risk passes to the client though possession remains with SIS Ltd, until such items are paid for in full.



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8. Insurance

8.1 The Customer shall be liable to arrange a suitable policy of insurance to cover replacement of the Product, and/or Services which is acceptable to SIS Ltd, which shall take effect from the date of commencement of the installation of the Product, and/or Services by SIS Ltd.

8.2 The Customer shall be required to provide SIS Ltd, with appropriate documentary evidence of the insurance policy referred to in clause 8.1. above upon the reasonable request of SIS Ltd.

9. Warranty

9.1 Subject to clause 10 below

9.1.1 SIS Ltd warrants that the Product, and/or Services shall be free from defects for a period of 12 months from the date of the Contract: and

9.1.2 SIS Ltd, liability under clause 9.1.1 above shall be limited to the cost of repair or replacement of any defective or faulty Product, and/or Services at SIS Ltd, absolute discretion provided such Product, and/or Services have been correctly maintained whilst in the Customer's possession and subject to any remedial work on the Product, and/or Services taking place during Business Hours.

10. Liability

10.1 SIS Ltd, shall have no liability to the Customer for any consequential loss, damage, costs, expenses or other claims for compensation arising from the Product, and/or Services, or from their late arrival or none arrival, or any other fault of the Customer.

10.2 Except in respect of death or personal injury resulting from SIS Ltd, negligence, SIS Ltd, shall not be liable to the Customer for any loss of profit or any indirect or consequential loss which may arise in connection with the supply by SIS Ltd, of the Product, and/or Services (whether caused by the negligence of SIS Ltd, its servants, agents, consultants, sub-contractors or otherwise). SIS Ltd, total liability under or arising from the Contract shall not exceed the amount of the Price paid by the Customer to SIS Ltd.

10.3 Any claim by the Customer which is based on any defect on the quality or condition of the Product, and/or Services or their failure to correspond with the agreed specification shall (whether or not delivery is refused by the Customer) be notified to SIS Ltd, within 7 days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within a reasonable time after delivery of the defect or failure. If delivery is not refused, and the Customer does not notify SIS Ltd, accordingly, the Customer shall not be entitled to reject the Product, and/or Services and SIS Ltd, shall have no liability for such defect or failure, and the Customer shall be bound to pay the Price as if the Product, and/or Services had been delivered in accordance with the Contract.

10.4 No ascertained or liquidated damages have been assumed, unless otherwise stated.

10.5 No retention has been assumed. Unless otherwise stated.

10.6 SIS Ltd do not take responsibility for any materials or labour works, to systems over 10 years of age (due to the importance of Fire, Emergency Lighting and Fire Extinguisher systems, they should be replaced within this period to maintain their integrity). Products outside the manufacturers stated working life cycle, will be noted to the client and will be excluded from any liabilities to Safe or its agents.

11. Termination

Either party may (without limiting any other remedy it may have) at any time terminate the Contract by giving written notice to the other if the Other commits any material breach of the Contract and (if capable of remedy) fails to remedy the breach within 30 days after being required by written notice to do so, or if the other goes into liquidation, or (in the case of an individual firm) becomes bankrupt, makes a voluntary arrangement with his or its creditors or has a receiver to administrator appointed.

12. Force majeure

SIS Ltd, shall not be liable to the Customer or be deemed to be in breach of the Contract by reason of any delay as per Estimate/ Quotation, or any failure as per Estimate/ Quotation, any of SIS Ltd, obligations in relation to the supply of the Product, and/or Services, if the delay or failure was due to any cause beyond SIS Ltd, reasonable control.

13. General

13.1 If any provision of these Terms is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these Terms and the remainder of the provision in question shall not be affected.

13.2 No waiver by SIS Ltd, of any breach of the Contract by the Customer shall be considered as a waiver of any subsequent breach of the same or any other provision.

13.3 These Terms (together with any terms set out on the Estimate/ Quotation) constitute the entire agreement between the parties, superseding any previous agreement or understanding and may not be varied except in writing between the parties. All other terms and conditions express or implied by statute or otherwise are excluded to the fullest extent permitted by law.

13.4 No third parties shall have any rights or benefits under these Terms or the Contract.

13.5 This Agreement is governed by and shall be construed in accordance with the Law of England and the parties hereby agree to submit to the exclusive jurisdiction of the English Courts.

13.6 Safe means of egress and access, general lighting and welfare facilities are to be provided by others.

13.7 It has been assumed that any 'free issue' equipment required for the contract shall be provided free of charge, as and when required. Delays caused by failure to provide the correct equipment when needed may incur additional charges to contract.

13.8 SIS Ltd will provide hand marked as installed drawings; however SIS Ltd, do not undertake design responsibility for the system.

For all Service Advice and Emergency Callouts : Tel. 0800 955 3570

Registered office : SAFE I.S Ltd, Systems House, 1 Bridge Parade, Waddon Road, Croydon, Surrey, CR0 4JH.

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