

## Terms & Conditions

1. **Pricing**

All prices are exclusive of VAT.

**Operating Hours**

- i. **In Hours:** Office opening times are Monday to Friday, 08:30 - 17:00.
- ii. **Out of Hours Service:** Available Monday to Friday from 17:00 - 08:30 the following day.
- iii. **Weekend and Public Holidays:** Out of hours service applies all day on weekends and public holidays.

2. **Prime Rates**

Prime rates apply in cities/towns with congestion or clean air zones (based on the Gov.UK published list, which is subject to review) and/or where coverage may be limited.

3. **Billing Intervals**

After the first hour, time will be charged in 30-minute intervals.

4. **Call-Out Charges**

The call-out rate is included within the first hour of the locksmith's/engineer's time on-site and is not charged separately

5. **Safe Attendance**

- i. Gaining entry via drilling/manipulation may incur additional charges, which will be communicated from the site if applicable.
- ii. If additional parts are needed to make the equipment operational, or if the equipment is deemed beyond economical repair, this will be communicated from the site.

6. **Warranty**

- i. New parts come with a 1-year warranty. This does not cover third-party damage or misuse.
- ii. Repairs or services to existing materials do not carry a replacement warranty.

7. **Cancellations**

**Charges for Labour will apply:**

- i. When personnel are instructed to attend without prior arrangements, and upon arrival, access is denied or the service is cancelled.
- ii. If arrangements are made to attend a site or meet with the client, but site personnel or the client fails to be present at the scheduled time.
- iii. If, upon return to complete a quoted job, it is discovered that another party has completed the works or the works are no longer required.
- iv. To avoid these charges, written confirmation from both parties will be required prior to attendance, and cancellations must be communicated within the agreed timeframe if planned in advance.

**Charges for parts will apply:**

- i. Certain parts may be non-standard or custom-ordered, and as such, a full refund may not be available for these items.
- ii. Some parts may be eligible for a refund; however, a cancellation or restocking fee may apply.
- iii. Following an inspection where specific parts are identified as necessary for repair or replacement of the equipment, we shall not be held liable for any further damage, accidents, or losses that may occur during the period while the required parts are being sourced or awaiting installation.

8. **Response Time**

- i. We offer a 2-hour or 4-hour response time. If we are unable to meet the Service Level Agreement (SLA), we will notify you.
- ii. No additional response time charges will be added to your invoice if the engineer does not arrive within the agreed SLA.
- iii. Timed appointments are subject to availability. First-visit appointments at the start of the day will need confirmation. Delays due to traffic or extended durations on previous jobs may affect set times throughout the day.

9. **Structural issues**

Should there be any existing structural damage to the area of the property where the job is being undertaken, this will need addressing by your relevant contractor prior to commencing any work

10. **Gaining entry/Securing**

When gaining entry to a property or a safe, our locksmiths/engineers will always attempt to use non destructive methods of entry however this cannot be guaranteed in all instances.

11. **Estimates**

Work estimates are based on the engineer's findings. If there are changes to the proposed works upon return, this will be communicated to you.

12. **Payment Terms**

Payment is due within 30 days of the invoice date.

13. **Invoice Queries**

Any queries related to invoices must be raised within 7 days of the invoice date.

14. **Statement of Account**

This will be produced every month displaying current or overdue invoices.

15. **Retention of Goods**

All goods remain the property of GB Security Network Ltd until the invoice is settled in full, in accordance with the payment terms.

16. **Advance Payments**

Payments in advance or deposits may be required based on the scope of works.

17. **Viruses**

The Company makes no warranties or representations that its website, emails, or any other communication or materials provided are free from viruses, malware, or other harmful components. The Company shall not be liable for any loss or damage arising from the transmission of such elements, whether due to its negligence or otherwise.

18. **Legal Proceedings**

If court proceedings are initiated, you will be responsible for covering the costs in addition to any outstanding fees and late payment charges.

19. **Complaints**

Complaints can be submitted in writing to [info@gbsecuritynetwork.co.uk](mailto:info@gbsecuritynetwork.co.uk).

20. **Privacy**

We take your privacy seriously and are committed to protecting your personal data in compliance with the General Data Protection Regulation (GDPR). Our detailed privacy policy, which outlines how we collect, use, and protect your personal information, as well as our Cookie Policy, is available on our website at [www.gbsecuritynetwork.co.uk](http://www.gbsecuritynetwork.co.uk). For more information on your rights under GDPR, including how to access, correct, or delete your data, please refer to our privacy policy.