

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 increments.
4. **Call-Out Charges**
We do not charge a call out rate. Our labour charge is for the first hour of the locksmith's/engineer's time on-site.
5. **Safe & Access control Attendance**
 - i. **Safe:** Entry by means of drilling or manipulation may incur additional charges. If applicable, these charges will be communicated from the site before proceeding.
 - ii. **Safe:** If additional parts are required to restore the equipment to operational status, or if the equipment is deemed beyond economical repair, this will be communicated from the site.
 - iii. **Access Control:** Access control systems vary in complexity — from basic physical systems such as key locks, to advanced digital solutions managing network and data access. Our service **covers only standard access control requirements** as part of the basic offering.
 - iv. **Advanced Access Control:** Features such as advanced security configurations, custom integrations, high-security setups, or compliance-specific solutions can be arranged through our network of contractors. These services are **not included** in the standard offering and will be priced individually on a per-job basis.
6. **Warranty**
 - i. All new parts supplied by GB Security Network Ltd (GBSN) are covered by a 1-year warranty (not including batteries). This warranty does not cover damage caused by third-party or misuse.
 - ii. Repairs or services performed on existing materials not originally supplied by GBSN are not covered by any replacement warranty.
 - iii. If a part installed by GBSN is found to be faulty and we are contacted, we will, where possible, replace the part. If the part is not in stock, we will make reasonable efforts to carry out a temporary repair and return to complete the replacement once the part becomes available.
 - iv. If a part supplied by GBSN is suspected to be faulty and another service provider attends to the reported problem before allowing GBSN to inspect and resolve the issue, the warranty may be voided, and we will not accept the liability for the fault. In such instances, any replaced part originally supplied by GBSN must either be returned to GBSN at no cost to us or left on site for collection. This allows us to return the item to our supplier for evaluation.
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 before 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 to be addressed by your relevant contractor before 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 work.
17. **Price adjustment**
We may adjust the price of our services from time to time. We will notify you by email 30 days before the adjustment takes effect. The price adjustment will be based on various factors, e.g., raw material costs and inflation.
18. **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.
19. **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.
20. **Customer Satisfaction & Complaints**
We are committed to providing top quality services, ensuring your complete customer satisfaction. If you are not content with the work that has been undertaken, please notify us within 7 days of the service date. We will make reasonable efforts to resolve the issue as outlined above. Complaints can also be submitted in writing to info@gbsecuritynetwork.co.uk
21. **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 For more information on your rights under GDPR, including how to access, correct, or delete your data, please refer to our privacy policy.