

Glo-Bell London Ltd Terms And Conditions and Terms Of Service
Registered address 74 Queens Road Hersham Surrey KT125LW

1.	i)	Acceptance of the Quotation includes acceptance of the following terms and conditions as well as any which may have been added in the system design proposal, which may specifically override these Terms and Conditions of trading and will take precedence if necessary for purposes of interpretation. However, nothing that is stated or implied in these Terms and Conditions shall detract from the consumer's statutory rights. Any alterations to any of the conditions can only be valid if made in writing and agreed by both parties. Unless specifically accepted by Glo-Bell London Limited in writing, all other terms and conditions not contained in or implied by the Contract are excluded.
	ii)	The security grade and option quoted is for the premises of a lesser risk than that deemed by the company's risk assessment carried out by our security surveyor at the point of survey. The subscriber understands that in the event of a risk assessment is carried out by a third party or by the company at a later date, or in the event that an insurance company requires a higher grade and option of intruder and hold up system, the company would not be liable for any costs incurred to carry out such remedial or upgrade work.
2.		The combined Quotation/Sale and Maintenance Contract document relates only to the Installation described in the system design proposal, which is the subject of that document and the maintenance provisions shall only apply if agreed by the Customer and Glo-Bell London Limited, (herein after called the Company, which expression shall include their successors and assigns).
3.		Installing work is to be carried out during working hours, i.e. Monday to Friday 8.30 am to 5.30 pm (Statutory holidays excepted). Any extension of such hours or period directly or indirectly caused by the Customer shall entitle Glo-Bell London Limited to charge any reasonable extra costs resulting. The Company shall be entitled to make such additional charge to the Customer arising as a result of any interruption to the work involved in the installation due to any instruction or request by the Customer.
4.		Variations or additions requested or ordered by the Customer shall be charged at the current labour rate and equipment costs applicable at the time of such works undertaken. The variations/additions are those deemed to fall outside the signed agreement overleaf.
5.		The quotation is based upon costs ruling at the date thereof, it is valid for fourteen days after this, in the event of any increase in the costs of labour and/or materials, it is agreed that such increase shall be borne by the Customer. If however, the quotation is accepted within fourteen days it will be regarded as a firm quotation and not subject to any increase (provided the installation is completed within six months and paid for by the customer).
6.		Unless otherwise specifically agreed in writing, the quotation price does not include any extraneous work such as making good, reinstatement, building/carpentry work or wall chasing for the concealment of cables.
7.		The quotation includes the normal lifting and laying back of carpets (other than carpets which are stuck down or stapled). Any other work connected with any carpeting of other floor covering, including (but without limiting the generality thereof) stretching onto concealed fixings, stapling, gluing, heat bonding, sewing or cutting round pipes shall be the responsibility of the Customers.
8.		Where the Customer requires specialist treatment of floor coverings separate arrangements should be made by the Customer for lifting and relaying by a floor specialist, since the Company cannot accept any liability for damage to carpeting or floor coverings. The Company will endeavour to use reasonable care in dealing with any carpets lifted under the terms of the Quotation.
9.		The quotation includes the lifting and replacing of normal soft wood square edge floorboards. Any additional costs resulting from the lifting of any other type of flooring shall be charged to the Customer additionally.
10.		The quotation does not include for any work or scaffolding for access when safe access is not available from an extended 3m triple ladder. Any additional cost arising in respect of any such work or scaffolding shall be an additional charge to the Customer.
11.		The quotation does not include for the removal of asbestos materials. Should there be any asbestos materials found to be present upon installation, and installation of the cables may disturb the asbestos, the Company reserves the right to install cables in an alternative position or the Client makes necessary arrangements to have the asbestos 'made safe' or removed.
12.		Start dates are given in good faith, the Company accept no liability for any monies lost or costs incurred by the Customer as a result of variations in starting dates for the installation.
13.		Unrestricted access to the premises or to any building or land necessary for all work on the installation to be undertaken shall be provided and/or obtained by the Customer. The Customer shall obtain and pay for all necessary permits or approvals required.
14.		The subscriber agrees to pay all cost associated to installation, maintenance and faults associated with any telecommunication provider up to the point of connection to the company's communication equipment. This includes connection of all types of communication network including computer networks and connections to the Internet.

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	<p>The subscriber also agrees to pay for all charges made by the company in relation to call-outs, labour and materials to repair/diagnose faults caused by such third party networks or equipment. It is the customer's responsibility to notify the company of any changes to such networks and pay for any upgrade work to render the system compatible with the new network. The customer agrees to pay all call charges made by the system or by our engineers in execution of their duties.</p>
15.	All roof spaces in which any work in connection with the installation has to be carried out shall be cleared by the Customer of all stored materials and all parts thereof be made readily accessible.
16.	The Customer shall reimburse the Company the cost of any additional work involved in replacing or reinstating any part of the installation damaged or destroyed through no fault of the Company.
17.	<p>Completion Glo-Bell London Limited will use its best endeavours to effect completion of the installation by the agreed date but it cannot be held liable or any loss, damage or consequential loss resulting from delay or non-delivery due to causes beyond its control. i)Electrical Connections If the condition of the existing electrical system falls below current IEE Regulations, Glo-Bell London Limited will not commission the System until such electrical rectification has been undertaken at the Customer's expense. At the discretion of Glo-Bell London Limited an additional charge may be made to connect and commission the System to the revised wiring. Payment in full will be required under these circumstances prior to final effective commissioning of the System.21. The Company shall not be liable in respect of any loss or damage sustained by the Subscriber arising from burglary, theft, robbery, breaking and entering, malicious damage, riot or commotion or any other unauthorised entry where the same is due to the failure of the system to function or to function correctly or to any inadequacy in the design, installation or construction of the system howsoever caused. (iii)Not to permit anyone other than Glo-Bell London Limited to test, adjust or reset or interfere with the installation or any part thereof. In the event of a breach of this provision, Glo-Bell London Limited shall be entitled to terminate the Maintenance Contract forthwith upon its discovery. (iv)To permit Glo-Bell London Limited staff and agents (and inspectors representing any approvals or regulatory organisation which Glo-Bell London Limited is for the time being recognised) to have access to the Customer's premises at all reasonable times.</p>
18.	<p>Guarantees All new equipment shall be guaranteed for one year from the date of installation for free replacement of parts and labour provided that no fault has arisen from any person, animal, fire, flood, tempest or chemicals, or which necessitates the renewal of any wiring. A charge will be made at current rates for emergency calls. A warranty administration charge will apply to equipment or product installed by others or not supplied by Glo-Bell London Ltd that has, or the customer believes a product has warranty remaining.</p>
19.	<p>Terms of Payment Unless otherwise agreed, the Customer shall pay the specified deposit on acceptance of the Quotation and shall pay the outstanding balance of the Quotation Price on completion, prior to handover of the keys or key-pad combination code to the Customer. The installation shall remain the property of Glo-Bell London Limited until all sums due by virtue of this paragraph have been received by Glo-Bell London Limited, but the Customer shall at all times be responsible for the loss of and damage to the installation. V.A.T. The amount of VAT included in the contract price shall be subject to variation in the event that any change in the VAT rate, occurs after the date of the order. Any additional amount of VAT so charged shall be payable at the same time the balance is due and payable. The quoted price is only valid under these payment terms; on late payment at any stage, interest will be charged at the rate of 2% compound per month or part of a month. In the event that a minor part of the installation cannot be completed at the time of installation the balance for the installation is still due within seven days after commissioning of the installation less such reasonable amount as determined by the Company shall be paid within seven days after the completion of the said minor part of the installation. Late payment charges refers and applies to any service provided by and invoiced to the customer by Glo-Bell London Ltd not excluding ; repairs, maintenance contracts, monitoring services ,administration charges by Police Forces, warranty administration charges, labour costs for warranty administration, restocking fees on cancelled purchases.</p>
20.	Although the System is designed to reduce the risks of loss and/or damage, the Company does not represent or warrant that the system may not be neutralised, circumvented or otherwise rendered ineffective by intruders or other unauthorised persons and in such event no liability shall attach to the Company in respect of any loss, damage or consequential loss sustained by the Subscriber howsoever caused.
22.	Any Deposits paid will be returnable, only at Glo-Bell London discretion.
23.	Customer Obligations
(i)	The customer agrees to pay in addition to the Quotation Price and the Maintenance Contract Price (if any) for the cost of any works from time to time required to upgrade the Installation to a state which

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		complies with the relevant Applicable Standards including Police and/or Local Authority requirements.
	(ii)	To pay for all necessary repairs and replacements to the installation unless these are covered by guarantees or extended guarantees.
	(v)	To notify Glo-Bell London Limited of any proposed structural alteration to the premises or any modification or applications which may affect the existing installation or system to which it may be linked. Any extension to or alteration of the installation which may thereby become necessary shall be carried out by Glo-Bell London Limited at the additional expense of the Customer.
	(vi)	To notify Glo-Bell London Limited immediately following the appearance of any defect in the installation and permit Glo-Bell London Limited to take such steps as it thinks fit to remedy such defect.
	(vii)	To ensure that the external alarm sounder does not cause a nuisance in contravention of any noise pollution regulation. Arrangements must include an automatic device limiting External Sounder activation to fifteen minutes and for two Keyholders to be available to attend the protected premises within twenty minutes (current legislation includes London Local Authorities Act 1991, Environment Protection Act 1990, Control of Pollution Act 1974, Scotland Noise and Statutory Nuisance Act 1993)
	(viii)	The Customer undertakes to pay any charges levied by the Local Police Authority either directly or indirectly charged.
	(ix)	It is assumed the Customer/Client will check the design proposal produced by Glo-Bell London Limited complies with the current Insurance Company requirements.
	(x)	The Customer is solely responsible for any requisite "upgrades" to the Customer's Data Protection Act compliance measures which may result from the installation and/or maintenance of the system.
	(i)	In consideration of the Quotation Price, specified and paid by the Customer, Glo-Bell London Limited undertakes to install the installation in accordance with the Applicable Standards adopted by the approvals or regulatory organisation by which Glo-Bell London Limited is for the time being recognised, to the best of its ability and that such equipment used in the installation shall be fit for the purpose intended. In doing so, Glo-Bell London Limited relies on the information supplied by the customer, during the initial Security Risk Survey being an accurate representation of the security risks in and around the customer's premises at that time.
	(ii)	When the Contract document provides for maintenance service, Glo-Bell London Limited agrees, subject to reasonable access to the site and installation being available, periodically to inspect, test and adjust the installation and to carry out all necessary maintenance thereto on the numbers of visits set out in the Maintenance Contract document in accordance with the Applicable Standards during normal weekday working hours (except where otherwise stated), i.e. Monday to Friday 8.30am to 5.30pm, upon giving reasonable notice to the Customer of any visit to this purpose. Additional services such as various monitoring services and keyholding shall also be supplied on a 24-hour basis if included within the Maintenance Contract Price and accepted by the Customer.
25.		Period of Maintenance/Service Contract
		The Contract will be effective and binding from the date of the signatures by both parties and will remain in force for a period of one year from the date of installation. The Contract shall continue for further one year periods (Subject to clause 25).
26.		Termination of Maintenance/Service Contract The Customer may terminate the Maintenance/Service Contract by giving not less than three months' notice in writing prior to the expiry of any Contract period. If such notice is not received then the Contract will remain in force for the following twelve month period. If the Contract is terminated, Glo-Bell London Limited or its agents shall have the right to enter the Customer's premises to remove any equipment belonging to the installer if applicable and subject to reasonable disturbance only, shall not be liable for any loss or damage (except by our negligence) occasioned thereby.
27.		The Company reserves the right to withdraw at its sole discretion all services and maintenance to the system and where applicable to cancel any service in connection with the Alarm Receiving Station or other business involving expense to the Company. Should any property charged debt not be paid to the Company, such services will be resumed at the discretion of the Company on receipt of payment together with any costs incurred in reinstating any cancelled service or order.
28.		Force Majeure Any failure by Glo-Bell London Limited to perform any of its obligations by reason of any cause beyond the control of Glo-Bell London Limited shall be deemed not to be a breach of this Contract.
29.		Applicable Law and Category of jurisdiction This Contract is subject to the Laws of England and Wales and the parties shall submit to the jurisdiction of the Courts thereof.
30.		Data Protection: Any "personal data/sensitive personal data" (as defined by the Data Protection Act 1998) collected and/or processed by Glo-Bell London Limited as part of the contracted services, are processed in accordance with the legislation and the Company Data Protection Policy. Further details are available upon request.

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