

**Terms and Conditions**

**1. Condition of Sale**

- 1.1. The contents of this quotation or any part of it are private and confidential and are intended solely for the named addressee. This quotation contains privileged and confidential information.
- 1.2. This quotation has been issued in good faith from PROCCTV Pty Ltd ABN 84 656 626 292
- 1.3. Any special Terms and Conditions take precedent over the PROCCTV Pty Ltd Terms and Conditions only if in written approval has been provided.
- 1.4. The quoted prices are based on the supply of the listed hardware, software, and services only.
- 1.5. Any PROCCTV Standard Supplied Equipment or equipment from specialist manufacturers is offered without modification.
- 1.6. During the process of repair, some or all of your stored data may be lost. Please ensure that you have saved the data elsewhere prior to repair. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
- 1.7. Receipt of your official order / email confirmation is deemed to be acceptance of these Terms and Conditions.

**2. Pricing**

- 2.1. Prices are exclusive of GST.
- 2.2. All prices are based on ex-works PROCCTV Pty Ltd, Brisbane, Australia.
- 2.3. Pricing is in \$AUD.

**3. Payment**

- 3.1. Payment terms are strictly on day of installation days. EFT or Credit Card accepted.
- 3.2. For services/contract works, an invoice will be issued at completion of the services/contract works, or at agreed periods during service delivery. Retentions are specifically not admitted. Where retentions are agreed to, in writing, a bank guarantee will be provided.
- 3.3. Failure to settle an account as agreed may result in goods/service placed on hold until such time as the account is settled. Continued failure to pay by due date may result in the withdrawal of these credit terms. Title of the invoiced goods do not pass to the buyer until all monies owing on the invoice have been paid in full. This offer is made under the Building & Construction Industry Payments Act 2004 (Qld). Right to recovery with costs is reserved.

**4. Delivery**

- 4.1. Will be confirmed upon official order form.

**5. Validity**

- 5.1. Prices are firm for acceptance and order within 30 days; thereafter subject to confirmation.
- 5.2. On acceptance, prices are firm for the estimated construction / installation period.
- 5.3. Variations in exchange rates, custom duties and base metal prices at time of delivery shall be to the buyers account.

6. Warranty 6.1. Warranty on standard manufacturers terms covers the replacement or repair, at our sole discretion, of all or any defective part of the equipment supplied for a period of twelve (12) months from the date of initial installation unless stated otherwise in writing from PROCCTV

6.2. Manufacturers return to base warranty terms do not include: travel, de-installation, return freight, return travel, re-installation, re-programming and commissioning and these are specifically excluded from warranty cover.

6.3. No liability for consequential damages in the use of the equipment supplied shall be admitted.

6.4. Faults or failure caused by Acts of God, electrical derangement, maltreatment or interference with the installed equipment are specifically excluded from warranty cover.

## 7. Inclusions

7.1. All work shall be carried out during normal business hours Monday – Friday 6.00am to 6.00pm

7.2. All necessary JSA / Work Method Statements / RA's etc. will be provided.

7.3. PROCCTV Pty Ld complies with the National Code of Practice.

## 8. Exclusions

8.1. Unless specifically identified in our quotation as being provided by us, the following items are specifically excluded and are to be provided BY OTHERS

8.2. ALL 240V work.

8.3. Double 240V GPOs as required, for all powered equipment in our quotation

## 9. Cancellation or rescheduling of installation

9.1. If client requires installation to be rescheduled or cancelled and at least 3 days notice is provided there will be no additional fees incurred. Within 3 days it is at the discretion of PROCCTV as to whether a \$300 cancellation/rescheduling fee is charged. Rescheduling/cancelling within 24 hours will always incur a \$300 rescheduling/cancellation fee.

## 10. Call out fees after installation

10.1. If client requires any troubleshooting that isn't related to issues with hardware or installation, such as re-installing of the app on a new device or after a power outage, a \$300 call out fee will be charged. PROCCTV will do their best to solve any problems not related to hardware or installation by providing detailed instructions on how to install/reinstall the app and software once initial install has been completed.

## Schedule Of Rates

1. Firmware update \$50 Remotely, \$300 Locally

2. Loss of phone and need cameras putting back on app \$300 for site visit (Instructions Supplied)

3. All local works not covered by warranty \$300 call out fee