



SSAIB Reg. No: Mers 031  
VAT Reg. No: GB 712245568

Find us on...



**KEY SECURITY SYSTEMS LTD.**  
WIRE FREE ALARM SPECIALISTS

Key Security Systems Ltd.  
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Liverpool,  
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## **TERMS AND CONDITIONS.**

The company, Key Security Systems Ltd., undertake to fully maintain and resolve any problems with the security system, installed by ourselves, at your property under the following terms and conditions:-

1. That either the system is still under warranty or the annual fee has been paid in full and on time.
2. That we are informed of any problems with the system as soon as they occur by telephone, on the numbers provided.
3. That on the initial contact we receive full co-operation from the customer, over the telephone, by accessing the system via the keypad, when trying to establish the exact nature of the problem.
4. That if the problem requires battery replacement, these will be sent directly to the address in question, by post, with full instructions, posted within twenty four hours of the initial contact. If a visit is requested, the reduced call-out charge will apply, with the visit taking place when a technician is in the area, as the system will work whilst the trouble light shows a low battery.
5. If the problem cannot be resolved during the initial contact and requires a visit, a mutually agreeable time must be made, between the hours of 9-00am and 5-00pm Monday to Friday.
6. If visits are required outside normal hours, full call-out charges will apply with possible additional costs, which have to be agreed before the visit takes place.
7. We aim to complete requests for a visit, subject to a mutually agreeable time being agreed and the relevant equipment (if required) being available, within twenty four hours of the original call.
8. If on arrival it is found that the problem has been caused by problems with the power supply, flooding or has been caused by anything other than fair wear and tear, for example, building operations or vandalism, or is covered by the house owners insurance policy, full charges will apply, and must be agreed before any work is carried out.
9. All costs incurred by the visit must be paid directly to the technician on site on completion of the work to the customer's satisfaction, unless previously agreed otherwise.
10. Reserve the right to refuse to attend any problem on a system if this system is out of warranty and does not have a current maintenance contract, or if the technician feels that their health and safety is compromised by attending the specified premises.
11. On or around the anniversary of the maintenance contract, you will be contacted by ourselves to confirm your continuation, we will then despatch the invoice by post or email, bank details will be included for online payment. A prepaid envelope for the return of the payment if paying by cheque and returning documents. Payment must be received within 21 days of the invoice date for the contract to stay in place.