

Full Terms and Conditions for Installation of Security Systems



1. Your installation date will be confirmed once Firsteye have received a signed Acceptance of Works form as attached to your quote.
2. In signing the Acceptance of Works form, you are agreeing to accept and abide by all the Terms and Conditions stated in this document. Any verbal, written or email acceptance of works and confirmation of installation date, even if not accompanied by a signed Acceptance of Works form, will be deemed as accepting the full Terms and Conditions. Allowing us access to your property to install a security system will also be deemed as accepting the full Terms and Conditions.
3. A deposit of 25% of total system cost inc. Vat is required along with the Acceptance of Works form for commercial/business installations or 10% of total system cost inc. Vat for domestic/residential installations. Installation date will only be confirmed once both the deposit funds and Acceptance of Works form have been received by Firsteye; no work will go ahead without receipt of both the deposit funds and Acceptance of Works form.
4. You have the right to cancel or postpone your installation providing you notify us within 14 days of returning the Acceptance of Works form.
5. Cancellations made with 24hrs notice or less, or failure to allow access to a property for installation of accepted works, will result in the full outstanding amount on the quote for the accepted works being invoiced and due for immediate payment.
6. Full payment is due no later than 15 days after installation is completed as per the date on the invoice. Firsteye reserves the right to add a charge of 8% per annum above the base rate to any overdue payments.
7. Title to all security equipment installed as detailed in your accepted quotation shall remain vested in Firsteye Ltd and shall not pass to the customer until the installation cost as detailed in the invoice has been paid in full and received by Firsteye.
8. In the event of non payment, Firsteye reserves the right to enter your premises and remove all equipment that has not been paid for. Firsteye accepts no responsibility for and will not be held liable for any damage incurred in the process of removing equipment.
9. In the event of non payment, Firsteye also reserves the right to engage a collection agent, whose fees will be added to the outstanding amount.
10. Your system will be guaranteed for 12 months from the date of installation. This guarantee covers all callouts, parts and labour. Accidental damage and damage caused by malicious behaviour is not covered.
11. All parts installed are covered by manufacturer's warranty for 12 months unless otherwise stated. All warranties exclude product misuse, modifying a product in any way, and damage by normal wear & tear.
12. Checking the day to day operation of the system is your responsibility once it has been installed.

13. Any loss of footage or viewing access is not covered by your 12 month guarantee or annual service contract. Firsteye are not responsible for any loss of footage that has not been downloaded and saved.
14. For CCTV systems viewed via a network, Firsteye are not responsible for any loss of configuration settings, including but not limited to, loss caused by resetting routers or change of internet provider.
15. All reconfigurations required will be chargeable, costs depending on the type of system you have. Firsteye will arrange for the reconfiguration as soon as possible, but are not responsible for any loss of remote viewing access at any time.
16. Firsteye reserves the right to make changes to these Terms & Conditions at any time without prior notice.