

## **CUSTOMER AGREEMENT TERMS & CONDITIONS**

***(Intruder Alarm handover Process to another approved maintenance provider)***

- a. System management credentials to access the service mode will be provided to the new maintenance provider once the prevailing maintenance contract is terminated satisfactory as per our terms and conditions.
- b. Any remote management connectivity or cloud management service that is in place will be cancelled. The new provider would be responsible for setting up any required remote management services.
- c. Once the prevailing maintenance contract is terminated satisfactory as per our terms and conditions, we will provide the System management credentials to access the service mode within 14 days.
- d. To facilitate access the cost will be quoted on request and may be subject to an engineer site visit. The cost will be quoted at our non-contracted attendance rates plus travel time.
- e. Any requirements in the NPCC Security Systems Policy or the Police Scotland Security Systems Policy will be met in relation to the transfer of URNs or change of maintenance company.

### **CONTACT US**

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