1. 50% of the installation cost is payable on acceptance of this quotation (cleared funds prior to commencing installation). Prices quoted are for payment by cheque cash bank draft or credit card.

2. The balance of the installation cost and the first annual charge shall be paid immediately the apparatus has been installed in exchange for the operating codes / control keys. All goods remain the property of Master Alarms Ltd until paid for in full.

3. GDPR:  Your Data will be stored safely and securely by Master Alarms Ltd. It is our policy not to release customer data to any third party, however some data only as required to fulfil monitoring obligations will be provided e.g. to Monitoring station, Police and NSI. These third parties are also subject to GDPR regulations. On Termination of our commercial obligations, we will on your written request, delete any or all of your data stored by Master Alarms Ltd and by third party partners.

1. All remote signalling equipment remains the property of the company and is installed on a free loan basis for the duration of a service agreement. It is Master Alarms Ltd policy that a Central station will always telephone the site/customer following an activation on a system unless agreed otherwise between the customer and Master Alarms Ltd. This is to aid filtering of possible false calls to the police. Remote resets can be authorised by the Central Station only in the event of genuine customer error.
2. The security system is considered to be complete once the operating codes have been issued to the user. Therefore balance of payment must be made to the Engineer on handover of the system notwithstanding any works due by telephone provider or other third parties.
3. The company reserves the right to increase the annual charges in the case of any increases in costs and outgoings.
4. By way of maintenance, the company will during the period covered inspect, test and adjust the apparatus and fully service the security installation in accordance with British standards requirements and on completion the company will submit a report to the customer. The Company operates an emergency service, charges for which to be paid on invoice.
5. The Installation commissioning and maintenance will be in accordance with the relevant British standards and a Nacoss Certificate of compliance will be issued upon the satisfactory completion of the Security system subject to receipt of full payment.
6. The Customer shall at their own expense obtain all necessary wayleaves permits or approvals.
7. The Customer shall provide and pay for the electricity supplied to the installation and agrees to pay to service providers for the facility of remote signalling devices if fitted.
8. To enable the company to perform its duties hereunder, and for removal of the companies equipment on termination, the Customer shall give the Company all necessary access to the premises and facilities therein
9. Where the attendance of the company’s engineer is requested and/or required for any reason whatsoever (apart from normal maintenance inspections) the company reserves the right to make such charges as it considers reasonable for labour(including travelling time and materials) The company reserves the right to charge for broken appointments, which the company deems could reasonably have been avoided.
10. The customer will give the company immediate notice of any fault in, or necessary repairs to the apparatus
11. The Customer shall not sell, mortgage, pledge,or otherwise deal with the company’s equipment
12. The company shall not be liable for any damage to concealed pipes, cables, etc, less than 25 mm below the surface of walls and floors etc.
13. All equipment will be guaranteed for a period of 1 year from the date of installation or for the period of a “master care contract” where applicable, for free replacements of parts which have worn out through fair wear and tear but not damaged by the customer or third parties or acts of God provided that no fault will be remedied which arises through negligence or wilful act of the customer, his servants or agents. Any interference with the installation by persons other than the company’s employees will invalidate the guarantee.
14. Where it is necessary for Master Alarms Ltd to use subcontractors, they will be subject to the same strict vetting procedures as permanent employees in accordance with Nacoss NACP3. Handover will always be carried out by permanent staff.
15. The customer shall at all times operate the security system with reasonable care.
16. The customer shall give the company 14 days written notice before making any changes to its address or its business or trading name.
17. The company shall not be liable for any loss of damage sustained by the customer arising from burglary, breaking and entering, malicious damage or from unauthorised entry and the customer agrees to indemnify the company against any liability to third parties and to pay the cost of all necessary repairs to the installation.
18. The company shall not be liable for the cost of any redecoration or reinstatement or for damage to or the cost of relaying floor coverings or for any breakage or other damage made necessary by the installation, alteration, maintenance or repair of the security system or any part there of, unless it is established the same arose from the negligence of the company, its servants or agents and that the same was reasonably avoided. The company shall not be liable for any costs incurred by the customer resulting from work carried out by Master Alarms Ltd on new PVC doors and windows. This work will be carried out by experiences engineers but is entirely at the customers on risk. We would advise customers to check with the door or window installation company that any warranty would not be affected.
19. Although the alarm system is designed to reduce risks or 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 an event, no liability shall attach to the company in respect of any loss or damage sustained by the customer howsoever caused.
20. The company shall not be liable for any loss suffered by the customers as a result of any electronic mechanical or other breakdowns to the installation or the remote signalling devices if fitted, save where such breakdowns are due to the failure of the company to fulfil its maintenance obligations under the agreement.
21. This agreement is not transferable without the written consent of the company which consent shall not be unreasonably withheld. If a customer subsequently wishes to cancel any contract they have signed, the company may in its sole discretion accept such cancellation where upon the company shall be entitled to recover from the customer all reasonable costs which it has incurred. Deposits or part there of, may only be refunded at the discretion of the company, taking account of all the circumstances.
22. The company reserves the right to terminate this agreement if any payment for service or repairs remains unpaid after the period of thirty days. Accounts outstanding longer than 30 days without prior agreement will be subject to a 2.5% surcharge per week to cover handling of the outstanding account.
23. This maintenance agreement may only be terminated by giving 3 months notice in writing by either the company or customer. “Master care” is valid initially for a period of 5 years, thereafter renewable annually until cancelled.
24. Master Alarms reserves the right to update these terms and conditions in line with regulations. The current terms and conditions will always be displayed on our website. This agreement does not affect the customers statutory rights.