



**SENTRY SECURITY**  
SOLUTIONS

## General Terms and Conditions

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**1.** Herein contained are the terms and conditions of sales, installation, service of said safety & security solutions. In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings: “Business Day” Means any day other than a Friday, or religious holiday; “Commencement Date” Means the commencement date for the Contract as set out in the specified schedule; “Confidential Information” Means, in relation to either Party, information which is disclosed to that Party by the other Party pursuant to or in connection with this Agreement (whether orally or in writing or any other medium, and whether or not the information is expressly stated to be confidential or marked as such); “Contract” Means the contract, Agreement and/or PO for the purchase and sale of the Goods and supply of the Services under these Terms and Conditions; “Contract Price” Means the price stated in the Contract payable for the Goods; “Customer” Means the person who accepts a quotation or offer of the company for the sale of the Goods and supply of the Services, or whose order for the Goods and Services is accepted by the Company; “Delivery Date” Means the date on which the Goods are to be delivered as stipulated in the Customer’s or Resellers order and accepted by the Company; “Goods” Means the goods (including any instalment of the goods or any parts for them) which the Company is to apply in accordance with these Terms and Conditions; “Month” Means a calendar month; “Services” Means the Services to be provided to the Customer or Reseller as set out in the specified schedule; and quotation “Company” Means Sentry Security Solutions W.L.L. (CR: 124491-1/-2)

### **2. PAYMENT:**

**2.1.** A minimum deposit will be required when the order for service is placed unless stated otherwise. The amount payable is displayed with each listing sent to a client.

**2.2.** A balance is payable immediately upon completion of the work by our service engineer or any officer who represents the Company on the day.

**2.3.** Payment is bank transfer or cheque. The payment is to be completed BEFORE the engineer leaves the property or any officer who represents the Company.

**2.4.** In the event of late payments exceeding 90 days where the Client fails to make any payment in accordance with the agreed payment terms stated in this agreement, a late payment charge will be applied in accordance with the kingdom of Bahrain’s commercial law to the overdue amount. The late payment charge will be calculated from the due date of the payment until the actual date of payment. Additionally, the Company reserves the right to suspend or terminate services until all outstanding payments, including late payment charges, are settled in full.

**2.5.** If a security Service plan (product installation) is cancelled by the customer and a refund requested, a processing fee will be deducted from the balance which will be transferred back to the customer via Bank transfer within five working days.

### **3. COSTS:**

**3.1.** All quotes are valid for a period of 7 days.

**3.2.** The quoted price may be revised if:

a) Customer requires the work to be carried out more urgently than agreed.

- b) Customer changes the specification.
- c) Customer premises are in some way unsuitable for the equipment and this was not apparent during the course of the telephone/e-mail conversation or there are circumstances which we should have been made aware of
- d) Any other special circumstances that arise and we were not made aware of in writing when supplying our original quotation arose. This includes: Re-visits of the installer/technicians/engineer for reconfiguration of the system. The installation work is outside the working hours of 8.00am – 6.00pm Saturday – Thursday, except statutory holidays. Requests made by the customer to install outside these working hours will incur additional charges. Engineers are asked to work outside standard practices of installations. Unless stated on the Works Schedule or we were made aware in writing when supplying our original quotation. Installs should be carried out in easily accessible areas without the need for additional labor work. This includes: Underground cabling Redecoration Building work Removal of floor boards, Carpet lifting/laying Erecting poles Cable containment Exceptionally high ceilings Drilling through walls thicker than 300mm The above will incur additional charges as agreed by the company representatives if required. Additional charges may be made if our engineers/technicians/installers are not provided with access to doors, shutters, windows, or any other areas where cables and equipment needs to be installed thereby incurring extra cable length. In any case, the customer will not be liable for extra costs beyond their reasonable knowledge.

#### **4. GENERAL:**

- 4.1.** The company will endeavor to deliver and/or complete security systems as soon after receipt of an order as possible but cannot accept any responsibility or liability whatsoever for any claim arising in connection with any delay in delivery or completion howsoever caused.
- 4.2.** The installed system, service provide, or the goods sold are generally designed to reduce the risk of loss or damage to your premises or in some cases the wellbeing of those monitored so far as this can be done using this type of equipment. However, we do not guarantee that the system cannot be removed, tampered with, or made to stop working by you or any unauthorized person. Should this happen, the company is not responsible for any losses you may suffer directly or indirectly.
- 4.3.** You agree to give us and our workers full access to your premises to survey, measure, install, test and service the equipment. You also agree to provide an adequate electricity supply for the equipment to operate correctly. If our work is interrupted or delayed because of a problem with access, or the electricity supply is inadequate, we may make an additional charge. We are not liable if completion is delayed due to circumstances beyond our control. By signing the contract with us, you guarantee that you have full authority to allow the installation and no other consent is needed.
- 4.4.** The Client grants the irrevocable right and permission to take photographs and/or videos of the Client's premises, projects, company name, logo, and other identifying marks or site during the course of providing services. These visuals may be used by for marketing, promotional materials, social media, and other related purposes.

**4.5. Release:** The Client releases our company and its agents, employees, and any third parties acting under its authority from any liability for any violation of any personal or proprietary right the Client may have in connection with the use of the site pictures, logos, or other materials.

**5. EQUIPMENT:**

**5.1.** To ensure consistency of installation, quality and service our engineers will perform pre and post installation checks on the equipment and will photograph completed installations.

**5.2.** We will provide full training on completion of installation.

**6. GUARANTEE / WARRANTY:**

We provide a warranty period of 12 months on all products unless stated otherwise. The first 12 months also include maintenance where applicable.

**6.1.** The customer must notify us immediately via email/phone of a fault occurring with the security system and we will repair such fault as soon as possible after receiving notification.

**6.2.** We guarantee that we will repair hardware related faults in the installed system free of charge within the warranty period from the installation date. This guarantee does not apply to matters stated in condition 6.3.

**6.3.** The guarantee does not apply if we believe or have reason to suspect that changes have been made to a system/products supplied by our company or to faults caused by the following: Incorrect adjustment or positioning by you or others of any part of the system. Consumable items of all kinds failing. Consumables are items with a finite life such as the internal hard disk drive. Products added to the CCTV system not supplied directly by us. Work carried out by other authorities, or by any telecommunication agency or other party. Changes in configuration by other parties (Telecoms, Internet providers etc.)

**6.4.** A call out fee of at least 10-20BD will be charged if the fault / malfunction caused to the system has been made by the user and not a defective part / installation. For example, if an engineer attends to assess a 'no video' issue that has been caused by the customer accidentally or otherwise cutting, or disturbing the installation cables / components, a fee will be chargeable. If upon investigation there is a faulty part this will be repaired or replaced with no fee payable within the warranty period.

**6.5.** Warranty void if damages result from electric currents, instability or from using an electric generator with unstable currents.

**7. REMOTE VIEWING & IT ISSUES:**

**7.1.** If we are unable to configure the remote viewing on the day of the scheduled installation then further charges will apply to remotely configure or revisit to complete the set up.

**7.2.** The Company cannot be held liable for client IT, electrical and civil issues.

**8. LIABILITY:**

**8.1.** The Company shall not be liable, unless due to our own negligence, for the costs of any work, repairs or replacement of equipment which results from fire, electrical power surge, storm, flood, accident, neglect, misuse, or malicious damage.



**8.2.** The Company does not warrant or represent that the operation of the installation will be uninterrupted or error free. We provide the system to assist in the security of the customer's premises but does not thereby warrant the security of the property, the customer, or the contents therein.

**8.3.** The Company does not act and shall not be deemed to act as an insurer of the customer's property or contents contained therein and give no warranty that by virtue of the installation of the system, the property or contents contained therein are completely secure or inviolable.

**8.4.** The Company shall have no liability in contract, unless due to our own negligence for any loss suffered and, we do not accept any liability whatsoever for any consequential loss or damage (including loss of earnings or profits) which may arise from any malfunction or defect of the system.

**9. FORCE MAJEURE:**

**9.1.** The company shall not be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders or any other force majeure event.

**10. APPLICABLE LAW:**

**10.1.** This contract is governed by the laws of The Kingdom of Bahrain and each party submits to the jurisdiction of the Courts thereof.

**11. Confidentiality**

**11.1.** All information provided, in connection with the Agreement and/or PO, including but not limited to, any information with respect to the operation executed, is confidential and will not disclose such information to any third party without obtaining the prior written consent of both parties.

**COMPLAINTS PROCEDURE:** We hope that you will be pleased with any purchase you've made from us – but if there's something you're not happy with, we'd like you to tell us about it so that we can try to put matters right. In the first instance, please contact us via the methods below;

Email: [Info@sentrySolutions.net/complaints@sentrySolutions.net](mailto:Info@sentrySolutions.net/complaints@sentrySolutions.net) Letter: Complaints, Sentry Security Solutions W.L.L, Kingdom of Bahrain, Manama/Qudaibiyah Block: 321 Road: 2124 Building: 1913 Shop: 28  
When a complaint is received, the full details will be recorded in the Complaint Log. A response will be made to the customer within 5 working days. Where the complaint is of a more complex nature and a response will not be possible within 5 days, the customer will be contacted within 5 working days and advised of this. The customer will be given an indication of how soon a full response will be made.