



Gatehouse Security Limited Terms and Conditions

Services Provided

- The Client agrees to engage the Contractor (also referred to herein as 'Gatehouse' and Gatehouse Security Limited' and 'The Company') to provide the Client with Services and/or Goods.
- The Services will also include any other tasks which the Parties may agree on. The Contractor agrees to provide such Services and/or Goods to The Client.
- Gatehouse will use all reasonable endeavours to perform Services and/or provide Goods within agreed timescales but will not be held liable or responsible for unforeseen events or circumstances (including Force Majeure events) outside of our reasonable control. The Company will use all reasonable endeavours to overcome any delays of this nature.
- Quotes are strictly valid for 30 days and will be requested after this period to check if prices have altered. Quoted prices may include an estimate for groundworks due to the nature of works and condition of the ground. Additional costs may be incurred due to unforeseen circumstances.

Insurance

- Gatehouse Security Limited shall hold the appropriate Public Liability, Professional Insurances and Accreditations, copies of which can be made available to the Client upon request.

Termination of Agreement

- The Client has the right to cancel the Service, Project and/or Goods at any time up to completion of the project. The Client will be liable for any uninstalled parts ordered, re-stocking fees of between 10% - 15% and labour costs including loss of profit. Any specialist parts, e.g. gates, posts, engraved goods, hinges etc will be charged in full.
- Gatehouse Security Limited reserves the right to terminate a project if the client is in breach of the agreement and has not remedied such breach within a reasonable time. The client will not be charged from the point of termination. Any works completed, or parts ordered prior to termination will be charged, pro rata based on the quote.

Warranty

- Items purchased and installed by Gatehouse Security Limited will be covered under warranty for 12 months for any defect in the mechanical goods or workmanship under normal use. The Client must contact Gatehouse should any issues arise.
- Warranty does not cover parts which are not part of the initial installation, parts which are damaged by extreme weather conditions or damage from incorrect use, vandalism, vehicle damage or theft or existing structures, for example brick piers, posts.
- Parts which have been adjusted, tampered with or damaged are not covered under warranty

Call out Charges

- Gatehouse Security Limited will charge a call out fee for attending site to investigate a fault. Details of charges will be communicated on receipt of a call out request. Engineers will attend on receipt of confirmation from the Client. The call out fee still applies if we are unable to repair a fault and a quote will be issued for repairs. The fee covers engineer time, fuel and insurances and engineer expertise.
- Additional time on site will be chargeable – please refer to Services Provided.
- Any parts supplied to repair the fault will be chargeable if not covered under an existing Warranty.

PPM – Periodic Preventative Maintenance

- Gatehouse will aim to contact you with a reminder for gate maintenance. This is to keep your gates in good working order, safe and compliant.
- Gates which require repair during a maintenance inspection will incur additional costs.
- PPM is not covered under the normal warranty terms.

Fees and Payment

- Gatehouse will charge a 30% deposit on any order, followed by 40% payable at start of works with the 30% balance payable on completion of works. Orders which contain bespoke parts, gate, intercom etc will require a 50% deposit with 30% payable at start of works and the 20% balance payable on completion. This balance will include any change orders or additional parts installed.
- Gatehouse will charge the client in GBP for the Services/Installation/Goods quoted and the Client agrees to pay Gatehouse Security Limited as per statement above.
- The Client agrees to pay for any additional goods and/or services required to complete the Service/ Installation. This may result from events which might not have been reasonably foreseen, from additional requests made by or agreed by the client at time of installation.
- Where quoted prices involve connection to existing customer equipment or services, then the price relies on said equipment being serviceable and appropriate. If existing equipment is faulty, we reserve the right to charge for investigation.
- The Client will be invoiced at each stage of the project as stated above.

Ownership of Property

- Gatehouse Security Limited use and install products sourced by the Company from reputable suppliers.
- All parts supplied and installed by Gatehouse Security Ltd will have a 12-month warranty, this will become effective once payment has been received and backdated to date of installation.
- Customer supplied parts will not be covered under Gatehouse Security Warranty
- All parts supplied/ installed remain the property of Gatehouse Security until paid for in full.

Use and Disclosure of Information

- Gatehouse Security Limited are committed to protecting the privacy of our Clients and keeping personal data safe.
- Once contact has been initiated between parties, we will continue to send you information about our services and how to keep your gate and electrical installations safe and in optimal condition. You are able, however, to unsubscribe at any time from these communications by emailing to info@gatehousesecurity.co.uk, writing to us at Gatehouse Security Limited, 32 Lower Village, Haywards Heath, West Sussex RH16 4GS or by telephoning 01444 473396 or 07921 438744.
- Our Privacy Policy was last updated Feb 2021. You can view a copy of this policy on our website at www.gatehousesecurity.co.uk or otherwise by requesting a written copy through the channels listed above.
- We will publish pictures of completed works to promote our business. Any published images will not show property location or customer names.

Law and Jurisdiction

- Any dispute or claim arising out of or in connection with these terms and conditions shall be governed by English law and be subject to the jurisdiction of the courts of England and Wales.