

## **Terms and Conditions**

1. **Proposals and Quotations:**
  - a. Valid for 30 days.
  - b. All prices exclude VAT at the applicable rate unless stated.
  - c. Discounts applied as stated on the proposal or quotation.
2. **Payment:**
  - a. 70% payment on account with order, with the balance on completion.
  - b. Interim invoices may be raised if completion is not within 30 days due to construction works.
  - c. Staged payment agreements subject to approval.
  - d. Credit account application subject to approval.
  - e. Title to the goods remains with Edge Audio and Video Limited until full and final settlement has been received.
  - f. Assumed no retention.
  - g. Where payments are late interest can be chargeable at 2% per month above the Bank of England base rate.
3. **Warranty:**
  - a. EdgeAV works is warrantied for a period of 1 year from the date of completion.
  - b. For materials and hardware supplied by EdgeAV, the manufacturer's warranty will be passed onto the client.
  - c. Any works and systems where full and final payment has not been received are not covered by any warranty.
  - d. Once the warranty period has expired, EdgeAV service and maintenance charges will apply, these are available on request.
4. **Operating Hours:**
  - a. Our standard operating hours are 08.00 to 17.00 Monday to Friday.
  - b. Works completed outside of these hours will be charged at (x 1.5) Monday to Saturday and (x 2) Sunday and Public Holiday.
5. **Electrical:**
  - a. All 230v supplies as requested and specified to be supplied by others and fit for purpose.
6. **Hardware Components and Cabling Supplied by Others:**
  - a. Hardware components supplied by clients are assumed fit for purpose, additional charges will be applied if not.
  - b. First fix cabling supplied and installed by others
    - i. Assumed fit for purpose.
    - ii. Must be installed clear of any electrical cables (min 200mm when running parallel and within separate containment) to prevent any induced interference.
    - iii. Back boxes are the correct depth, clear of obstruction, secured and level.
7. **Firmware and Software Updates:**
  - a. Firmware and software updates to the ethernet/wi-fi network, control systems, HD distribution, CCTV and intercom systems are monitored and maintained by EdgeAV.
  - b. Firmware and software updates not included within 7a. Eg. AppleTV, SkyTV, Sonos, Home Cinema AVR's are outside of warranties, additional charges may apply if they affect performance of other systems.
8. **PC Software, Smart Phone/Tablet Applications:**
  - a. All software and applications are outside of warranties due to the many factors that can affect their performance Eg network coverage, device settings, firmware/software updates.
9. We have not allowed for clearing and or moving of furniture, other trades materials, or any other items blocking access to our working area; This may be charged for as an additional item.
10. Insurance/risk for the goods (whether fixed or unfixed), including loss and damage shall be the responsibility of the customer once delivered to site.
11. **Contractor and Construction Works:**
  - a. 1<sup>st</sup> fix cables installed by others must be secured to their final position and correct lengths as specified.

- b. Back boxes clear of obstruction and plaster for 2<sup>nd</sup> fix.
  - c. Back boxes installed by others must be the specified depth, secure and level.
  - d. Any unintended making good and decoration caused during the installation process by others.
  - e. Roof penetration for cable routes by others.
  - f. All cable duct routes by others supplied with draw wire which is clear and free.
  - g. Assumed that we will always have unrestricted access to our working area, with all works complete by other trades.
  - h. Working at height above 3m assume necessary access will be provided free of charge for the duration of our works.
  - i. We have not allowed for any mechanical means of off-loading deliveries (anything over 20kg) and assume this will be provided free of charge.
  - j. Secure storage facility will be provided to store our materials and equipment free of charge
  - k. Waste disposal facilities will be provided free of charge.
  - l. Construction works including chasing, drilling of holes (greater than 50mm), diamond drilling, trenching, and backfilling by others.
  - m. Insurance/risk for the goods (whether fixed or unfixed), including loss and damage shall be the responsibility of the main contractor/customer once delivered to site.
  - n. Systems hardware and components should not be installed until an area is free of dust. The employer/client is responsible for ensuring these conditions along with any cleaning charges/replacement part charges caused by dust.
12. Design:
- a. EdgeAV design specification as stated within our proposal.
  - b. Additional design work revisions will be invoiced on a timed basis.
  - c. Assumed set out positions and/or drawings for multi-media outlets, control panels/touch screens, lighting motions sensors and intruder alarm sensors will be supplied by the architect or interior design team.
13. We reserve the right to take photographs and videos to record progress of the works, and the completed project.
14. Manuals, warranties and certificates will be withheld until such times as our final account is agreed and paid, following which we will release the original documents.
15. All warranties and guarantees will become void where our works have been adjusted, altered, modified, repaired, or had any other works carried out by any other persons or companies.
16. Broadband Services and Providers:
- a. Broadband speeds can vary and affect performance of systems in the home.
  - b. EdgeAV can request a report of broadband performance if they are not supplied by one of our approved broadband resellers or monitored under an EdgeAV remote monitoring and service agreement.
17. Streaming Services
- a. Performance of multi-media streaming services Eg "Spotify" "Netflix" etc are not covered under the warranty due to factors outside of our control such as broadband speeds, servers etc.
18. E&OE