

Terms and Conditions (payments, goods and materials)

- (a) It must be implicitly understood (by all involved parties (Lepol and the person/employee signing on behalf of the customer), that all goods, products, materials and or other items supplied, installed and or used in regards to any and all jobs, fully remain the property of Lepol Fire and Security Ltd until paid for in full, leaving no financial balance outstanding.
- (b) Lepol's payment terms are strictly 30 days from the issue of their invoice as dated and payment/s settled in full within this 30 day period are fully and wholly expected, any part payments may still be liable for further costs, interest and or fee's as listed, on the remaining balance/s.
- (c) Lepol reserve the right to call, collect and remove any and all items, materials and or products supplied or installed (with a reasonable recorded notice period offered) without any liability thereafter towards the customers property (cosmetically or otherwise), the infrastructure or business trading position, we (Lepol) then in-turn reserve the right to make reasonable further charges for our additional time and involvement.
- (d) All Lepol's invoices submitted to the customer have had an initial discount applied from their standard list price, this figure maybe up to 100% at the time of issuing the original invoice (and at a minimum of 25%).
- (e) Lepol reserve the right to levy part or fully discounted portions of the original invoicing if payments are deemed late, being out of the required 30 days payment in full allowed period.
- (f) Lepol reserve the right to charge interest on any debt having expired past the 30 day period at 10% per calendar month and additional to this a reasonable monthly administration fee maybe applied also while Lepol attempt to collect the balance in full.
- (g) In the event a customer does not allow access for Lepol to collect their property (items unpaid for) and remove it (after a reasonable recorded notice period), we (Lepol) will deem the property to be at a loss and issue our full further charges and fee's through the legal processes available.

Further Terms and Conditions (contractual periods, the contract/agreement)

- (h) the installation of any fighting provision, emergency lighting provision and or fire alarm system by Lepol Fire and Security Ltd will be deemed to be under service agreement/contract thereafter by the customer (through signature) for the maintenance of (annual or otherwise) for a minimum of a 3 year period or equal to three further service/test/activation visits/attendances on an annual basis period. (whereon periodic attendances are required, the minimum agreement is still deemed to be at a 3 year period and to be equivalent to 3 full years of further service/attendance visits)
- (i) the requested (by the customer) attendance to any service, maintenance, activation, test and or installation job shall be deemed (through signature) that Lepol Fire and Security Ltd are known as and appointed as the sole provider for the requested product/provision and or service/s as indicated on the individually marked inspection report equipment order form. The period term is to coincide as per point (h) of the further terms and conditions, unless pre contracted and signed for prior to commencing.
- (i-1) the Inspection Report Equipment Order Form shall hereby act as the "Contract/Agreement" between Lepol Fire and Security and the Named Customer.
- (j-1) Cancellations - any customer wishing to cancel Lepol's attendances to service visits and or periodic/annual tests or servicing (including Rental jobs) should do so in writing via recorded delivery letter as proof of sending and retain the proof of send. This information must be sent to Lepol with 3 full calendar months notice (prior the next visit/service) being deemed as "prior notice" and shall be known as the cancellation notice period. Any and all cancellation/s arriving outside the cancellation notice period will be liable to Lepol's standard charges of attendance to the expected contractual service/test visit job.
- (j-2) Cancellations - any customer not wishing to enter into the 3 years servicing contractual provision/s (as stated in points h & i) may opt out at the time of signing the original form (the very first inspection report equipment order form) by stating/writing "OPT OUT" with their signature adjacent in the General Comments section at the front of the form or by ticking the box adjacent marked as "OPT OUT". Alternatively Lepol will accept a letter in writing within 14 days (the cooling off period) from the time of signing (and or from the date of invoice) of the original form stating to opt out of this contractual agreement, this letter must be sent via recorded delivery and proof of delivery must be retained. (un-recorded cancellations may not be accepted)
- (k) Benefits - in accepting Lepol's Terms and Conditions, we hereby state that we will provide all necessary steps to attend your premises on time to an annual basis (or other if applicable) in-line with the British Standards code/s of practice and or attendance periods and will act and undertake professional business acumen at all times closely monitoring our technical fully trained employee's conduct/performance. Lepol will check prices and or maintain their increases at nominal rates/levels only, usually linked to inflation or below and held where possible.
- (l) Any item or product owned by Lepol (example - Rental Appliances) will remain Lepol's property at all times, cancellation of any Rental Agreements/Contracts will be liable to certain contractual charges and or administration/collection/removal fee's. The loss or losses of any appliances or associated products and or time/labour regarding to the Agreements/Contract will also be chargeable. Fixed Rental Agreements/Contracts commence with a fixed term length (in years) and at the expire period of the original contract, the contract will not be deemed as finished, it will become a "Rolling Periodical" Contract/Agreement (this being inclusive and including to all Contracts/Agreements) being that it will run from year to year until Lepol or the customer decide to extend (re-sign up) or terminate providing the set cancellation clauses as per point j-1 are adhered to.
- (m) Late cancellation/s and or cancellation of arranged access to any and all jobs, may result in charges for loss of time, mileage and or potentially loss of or restocking of items/products/etc (late cancellations being deemed at less than 48 hours notice offered by the customer)
- (n) In the event that a customer and or their employee has not offered a signing for any and all particular job/s, or that a signature was not possible to be gained on completion of the job/s, Lepol will extend the OPT OUT (as point j-2) period to a maximum of 28 days from the dated invoice sent, this being additional time for administration purposes and deemed as the cooling off period in this instant, this shall be deemed as Lepol will have self certified the customers instructed job on the customers behalf.
- (o) Lepol Fire and Security Ltd reserve the right to add, remove, change and or implement new Terms and Conditions as they see fit for their trading position. All changes will be added to their website for viewing and become live immediately.