



YOUR 100% TOTAL PEACE OF MIND

GUARANTEE

We want you to be delighted with your new security system so we have developed a five stage process to ensure the highest level of customer service and system effectiveness to successfully meet your security needs. Should you not be happy at any time with any aspect of the design, installation or your complete system, we will take care of any problems to your complete satisfaction guaranteed (inside the warranty period).

- 1. ASSESS** – Your needs are unique so we begin every installation by assessing your precise requirements. We will talk to you about what you expect to achieve from the system, we then conduct a site survey and discussing the implications of various options as they tailor to your individual requirements - *free of charge*.
- 2. DESIGN** – Back at the office we consider the operational requirement for each component of the system. Always keeping cost effectiveness at the forefront, we will never over specify and we will work hard to design you the best system at the best price. From the design we will provide you with a fully detailed specification and quotation for your system - *free of charge*.
- 3. INSTALL** – We work with you throughout the installation stage to ensure total effectiveness of the finished system. Our engineers are polite and helpful, and are briefed to ensure minimal disruption to your premises or home during installation. On completion, we demonstrate the system to the operator or provide full training separately. We also leave the site as we found it – cleaning up any mess created during installation.
- 4. MAINTAIN** – Security is a 24 hour issue, so we provide a maintenance plan for all our systems to ensure full functionality is preserved. Our maintenance plan is based on a fair annual charge and includes periodic maintenance checks, availability of our 24 hour breakdown technical assistance hotline and guaranteed arrival of a service technician, on site, within 8 hours of your emergency service request. We also give a 1 year warranty on all equipment so that, no matter what, you stay safe.
- 5. TOTAL SATISFACTION GUARANTEED** – Once we've installed your system, and you've paid your invoice, if you are not *totally satisfied* with everything (you'll be the judge) – we'll make any appropriate adjustments to the specified system and work with you until you are 100% satisfied.

Because we are so confident of our security systems and expertise, in the unlikely event that you incur a burglary from an area protected by the specified system (while the system is armed, under maintenance contract with us and all your gates, doors and windows are locked we will pay your insurance excess up to a maximum of £500 - on the condition the incident is reported to the Police, a crime number is obtained and a written claim is made to your insurance company. We can't be fairer than that.

Philip Popham
Philip Popham
Managing Director

