

Eco Security and Technology Terms and Conditions

Installation:

As a SSAIB approved installer for Intruder, CCTV and Access Control Eco Security and Technology is committed to carry out the installation on time and with highest quality of service to its customers. All installation work will be carried out by our own fully trained engineers. We will let you know once the installation is completed and signed off.

Support and Maintenance:

Support and maintenance either onsite or by phone, is subject to the terms and conditions of SLA (if agreed).

In order to have access to regular on site support and maintenance the Customer must pay on site visit and for the time.

3rd Party Suppliers:

This quote includes the hardware supplied by 3rd party suppliers we are currently partnering with.

However, we cannot be held responsible for the performance of these providers, whose services are covered by their own Customer Services Guarantee.

Warranty:

All our equipment are covered and supported by standard 1 year manufacturer's warranty. (Unless otherwise stated)

Your Right to Cancel:

Under United Kingdom's selling regulations, you have the right to cancel the contract for the purchase of any items within a period of 7 working days. However, as part of our full customer satisfaction policy, we have extended this period to 14 days.

During this time the customer can return all the equipment provided it is in re-saleable condition. In any case an order cannot be cancelled once it is installed and commissioned.

Please note that you will be responsible for the cost of returning the goods to us unless we delivered the goods to you in error. All items must be returned undamaged and in the original packaging. If a collection is required a charge may be levied.

Payment options:

Client must make full payment on all order confirmation. (Unless otherwise part payment agreed)

We accept Debit/Credit card, BACS transfer, cheques and Cash.

GDPR/Data Protection

Any personal data held by Eco Security Limited such as name, telephone number, email and site address will be stored with the following third-party databases.

- Our Cloud Storage for Eco Security Database.
- Our accounting software for Invoicing purpose.
- Our monitoring company – Alarm receiving centres used for processing alarm/CCTV signals and contacting customer in the event of an activation.



Eco Security will not share any customer information with any third-parties that will contact you on our behalf, or because of any information we have shared with them.

Any personal information gathered by Eco Security Limited is only for improving our service to you.

If you would like your personal information to be removed in the future, please contact us on info@ecosecurity.org.uk informing your decision and we will erase all personal data within a 30 day period.

Complaint Procedure:

We are committed to provide high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards.

If you have a complaint, please email us on info@ecosecurity.org.uk or write us at below address and we will respond to it within 10 working days.

Eco Security Limited
4 Raven Road
2nd Floor, Middle Building
London
E18 1HB

Law and Jurisdiction:

The Conditions shall be governed by and construed in accordance with English law and the parties hereby submit to the non-exclusive jurisdiction of the English Courts. No clause within these terms shall affect your statutory rights.

Eco Security and Technology may use work photos or your company name on their website for marketing purpose so if you have any objection or do not want us to use it, please let us know and we will remove it as soon as possible.