

PRIME SECURITY – TERMS & CONDITIONS

1. Acceptance of Quote

Acceptance of any quotation provided by Prime Security confirms agreement to all terms and conditions outlined within the quotation and this document.

2. Quote Validity

Unless otherwise stated in writing, all quotations are valid for 30 days from the date issued.

3. Deposits & Payments

Prime Security may require a deposit prior to commencement of works or ordering of materials. Final payment is due immediately upon completion unless otherwise agreed in writing. Overdue invoices may incur administration fees, interest charges, suspension of services, or debt recovery action.

4. Variations

Any works outside the quoted scope including additional labour, cabling, equipment, programming, relocations, or changes requested by the client will be treated as a variation and charged separately. Variations must be approved prior to commencement.

5. Site Access & Delays

The client is responsible for providing safe and uninterrupted site access. Prime Security is not responsible for delays caused by restricted access, third-party contractors, power failures, internet outages, hazardous conditions, or hidden building obstructions. Additional labour resulting from unforeseen site conditions may incur additional charges.

6. Equipment Ownership

All goods and equipment supplied by Prime Security remain the property of Prime Security until payment is received in full.

7. Warranty

Prime Security provides a 12-month workmanship warranty unless otherwise stated. Manufacturer warranties apply to supplied equipment in accordance with manufacturer terms. Warranty exclusions include accidental damage, misuse, vandalism, power surges, lightning damage, third-party damage, and existing faulty infrastructure.

8. Limitation of Liability

Prime Security shall not be liable for loss of profit, theft, damages, internet outages, network failures, or failure of third-party services. Security systems reduce risk but do not guarantee prevention of theft, intrusion, or property damage.

9. Monitoring Services

Monitoring services may be subject to separate agreements and recurring charges. Failure to maintain account payments may result in suspension or cancellation of monitoring services.

10. Cancellations

Deposits may be non-refundable once equipment has been ordered or works scheduled. Cancellation fees may apply where notice is not provided within a reasonable timeframe.

11. Governing Law

These terms and conditions shall be governed by the laws of Victoria, Australia.