

PAYMENT CONDITIONS

All works will be completed and will comply with the telecommunications act of 1991 and the appropriate Austel standards.

All goods supplied remain the property of Ortech Security Services P/L until final payment has been received.

Ortech Security Services P/L reserves the right to retrieve any goods if scheduled payments are not made by the agreed date.

Deposit: Where total installation price is between \$1000-\$5000 a 25% deposit will be required before installation is commenced

Where total installation price is \$5000+ a 50% deposit will be required before installation is commenced

Final Payment: Strictly 7 day payment once installation is completed

Training: End user training will be provided once installation is completed.

Manuals will be provided where applicable

Signed & Dated By Client:

WARRANTY POLICY

1. Ortech Security Services offers a limited 3 year warranty on all equipment and materials supplied.

The warranty period will be effective from date of purchase & invoice.

2. Any equipment being returned as faulty, but tested and found OK will incur a handling charge.
3. Ortech S/S will fully support their products for the entire warranty period, but cannot provide support for third party software, over which we have no control in its use or design.
4. Ortech S/S reserves the right to replace any faulty unit that is no longer in production with a current model of similar or equivalent type.
5. Evidence of any of the following conditions will void any warranty claim. Lightning Strike, Power Surge, physical damage, or removal of any tamper seals and may occur replacement charges.
6. Ortech S/S recommends the fitting of PowerPoint surge suppression devices.
7. Goods capable of storing user-generated data may experience a loss of data during the repair process.
8. The original purchaser shall without undue delay notify of any defect which appears, failure to which shall mean that the purchaser loses its right to have the defect remedied.

Signed & Dated By Client:

Exclusions from Warranty

The warranty shall not apply to defects resulting from:

1. Lack of reasonable care by the client
2. Improper maintenance by the client
3. Erased or non readable or modified Serial Number.
4. The equipment & materials found to be defective after expiry of the warranty period.
5. The equipment or materials have been subjected to misuse, abuse, or unauthorized repair, whether accident or other cause. Such conditions will be determined by Ortech S/S in its discretion.
6. This warranty is void if the equipment & materials are tampered with or altered in any way.
7. Certain models of Ortech S/S equipment are designed specifically for indoor use only. These particular cameras CANNOT be used outdoors as it will damage the Lens or materials inside. Use of these products outdoors will void this warranty.
8. If equipment & materials are damaged beyond repair due to uncontrollable factors such as; natural disasters, including but not limited to lightning strike, flooding, and earthquake.
9. Failure to comply with any of the requirements will invalidate this limited hardware warranty.
10. Ortech S/S reserves the right to charge a "No Fault Found!" fee for products found as defective where no fault could be found by Ortech S/S.

Signed & Dated By Client:
