

# INSTALLATION AND SERVICE INFORMATION

## PROCEDURE

The location of and choice of the number of products is always planned together with you in order to ensure the best possible functioning of the system. Unless otherwise stated, the components in the system are mounted indoors and in facilities in which the temperature is not less than +5 degrees Celsius and not more than +40 degrees Celsius.

## GUARANTEES

### Installation guarantee

We issue a 12-month installation guarantee on installation work such as the fitting and attachment of components.

### Extended product guarantee

We issue an extended product guarantee for our products, as from the date of installation that continues while you remain our customer. This product guarantee entails repair or replacement of components with technical defects

at no extra charge. This covers Verisure products fitted in the course of a new installation, or in connection with upgrading of the system.

Any replacements apply for the same type of component, or similar, but not for components covered by another system. The guarantee does not cover consumable materials or products with integral batteries. The consumer's general statutory rights apply for technical defects that are not covered by our product guarantee.

## SERVICE

We provide service round-the-clock via our Customer Service Center. We may employ remote service facilities to carry out routine checks, updates, or the disconnection of components transmitting a high number of faulty signals.

You can always contact us to order service on your premises. Service of this nature is carried out on weekdays that are not a public holiday from 08:00 – 17:00 hours. It is important that we can reach you to book a time and that you are available on site, or can arrange for access in some other way when service is to be carried out. If we are unable to contact you, we may give the service assignment lower priority until contact is established. Service visits are debited in accordance with the current price list.

# VERISURE'S GENERAL TERMS AND CONDITIONS

N.B. This is a translation of the Swedish terms of conditions. The Swedish version of the terms and conditions is the original for any interpretation and in the event of any conflict between the contents of the English and Swedish version, the Swedish version shall take precedence.

## DEFINITIONS

The General Terms and Conditions, together with the conditions implied by the services selected and all other documents and agreements between you and us (denoted in the following jointly as some form of "agreement"), govern the relationship between you and us as regards the products and services that we supply.

A party to an agreement is the physical signatory and user/beneficiary at the installation address, and may only be a private person.

The signatory of an agreement and the user/beneficiary are denoted jointly as some form of "you".

Verisure Sverige AB is denoted as some form of "we". Our obligations may also be carried out by one of our business partners.

Our alarm centre, with its associated customer service that delivers the services ordered is denoted jointly as some form of "customer service", and is to be contacted via kundtjanst@verisure.se or tel. 020-7 24 365.

My Pages and Verisure App are referred to jointly as some form of "user tool".

Contact information, codes and other information that you draw up are denoted as "user information". The list of users is administered by means of user tools or forms.

The terms that apply for you and us are contained in their totality on My Pages and our website at [www.verisure.se/vilkor](http://www.verisure.se/vilkor). The consumer's general statutory rights always apply in our relationship.

## CUSTOMER INFORMATION

As a result of these terms, you agree that we may use your customer information to fulfil our obligations to you.

We may use customer information for administration, customer service, delivery of services ordered, market analysis, marketing via e-mail, behavioural marketing, storage periods and fulfilment of obligations in accordance with statutes and the decisions of public authorities.

You undertake to communicate with other users to whom you have supplied information that such information may be used by us for the purposes stated above.

Customer information may also be communicated to closely related companies, business partners and public authorities for the purposes stated above.

Rectification, checking and administration of erroneous customer information are achieved with the help of user tools.

In accordance with the Personal Data Act, you have the right to request information – free of charge – concerning the data we have registered, and you are entitled to request rectification of erroneous customer information.

## INVOICING AND PAYMENT

We have the right to implement a credit check when you order a product, an installation, or a service. In accordance with current credit policy, we are entitled to require advance payment. Invoicing and payment for the installation and services are payable in arrears within 30 days of receipt of the invoice or payment notice.

In the case of purchases in our webshop, payment is made by bank card or direct payment via a bank. If the purchase involves a monthly cost, this is debited together with the existing service for the installation chosen.

Invoicing and payment for a service are payable in advance, either on a monthly basis via direct debit or on a quarterly basis via e-invoice. If you prefer a paper (hard-copy) invoice, invoicing and payment are on a quarterly basis in advance. There is an extra charge for paper invoices.

In the event of late payment, we have a statutory right to charge for payment reminders and debt recovery costs and for interest on arrears. If your payments are delayed on repeated occasions or payments are suspended and this is to be regarded as a material breach of contract, we are entitled to terminate the contract for immediate effect unless otherwise agreed.

## OWNERSHIP RIGHTS

We reserve the ownership rights for all products installed.

In the event of termination of the service or the agreement, the conditions stated concerning termination of contract for products that have been installed are to apply.

## OUR RESPONSIBILITIES

If the system or the service does not function as promised, we will rectify the fault at our expense. We may ask you to help us to correct the fault.

Please note, in particular, that our responsibility is confined to undertaking measures and monitoring signals in accordance with the routines and conditions for the services chosen. We cannot guarantee that signals from the system always reach our server. The GSM or Internet connection required may, on occasion, be restricted, or there is no coverage.

Our responsibility for faults occurring as a result of defects in products and services that we are responsible for in accordance with these terms is limited to what is implied by the applicable mandatory legislation. Our responsibility assumes that the products and services supplied are used in the manner intended.

## YOUR RESPONSIBILITIES

You are responsible for preparing a list of users and ensuring that it is updated and correct. You are responsible for all settings, feeds, modifications and orders via our user tools. Furthermore, you are responsible for ensuring that codes and user names are not distributed to other persons.

It is presumed, in notification of occurrences via e-mail and/or SMS, that you have activated communication for occurrences and users. You are responsible for ensuring that these settings are updated and correct. Every change you make replaces or supplements previous settings.

You are responsible for monitoring and verifying that functions ordered via user tools are implemented and verified.

Once an occurrence has been verified, you can be sure that it has been implemented. You are responsible for monitoring all notifications and occurrences, and for

resetting the system after an alarm. We are entitled to debit you for costs in connection with any unnecessary call-outs.

When you make changes yourself, for example replacement and remounting of components, refurbishing or renovation, the prerequisites for the system may be affected and there may be interference with radio signals. Changes in telephony solutions, broadband connections/IP transmission or GSM coverage may also affect functioning of the system. You are responsible for testing alarm communication in connection with such changes.

You are responsible for instructing all users of the system, and for ensuring that the system is used in the correct manner.

## RIGHT TO ANNUL A PURCHASE

If the purchase has been made at a distance or outside our business premises, the Act concerning Distance Sales and Agreements outside Business Premises (2005:59) applies. In such cases, you are entitled to cancel the agreement without stating any particular reasons, if this is done within 14 days of entry into the agreement. This right means that the agreement is cancelled, provision of the services ceases and that all products supplied are to be removed and returned to us at your expense. You exercise your right to annul a purchase by contacting our Customer Service.

## CHANGE IN TERMS

We reserve the right to modify these terms at any given time. We notify such changes by e-mail, My Pages or in writing in some other manner not later than one month before the change enters into force.

If you do not wish to accept the change, you are entitled to cancel the service at no charge as from the date when the change enters into force.

## PRICE CHANGES

We are entitled to adjust the charge for services that continue until further notice. In the case of services that continue for a specific fixed term, we are only entitled to adjust the charge due to such occurrences as Force Majeure or other factors outside our control. Such costs may be due to a change in the general level of prices, higher taxation and charges or cost increases by subcontractors due to Force Majeure circumstances.

We provide information in writing concerning changes in charges not less than one month before the change occurs. If you do not wish to accept the change, you are entitled to cancel the service at no charge as from the date when the change enters into force.

## TERMINATION AND TRANSFER OF THE AGREEMENT

You can cancel the agreement by contacting our Customer Service. The cancellation period is three months on a rolling basis. You may transfer the system to someone else, after contacting us and with our approval.

If the system is used in a manner for which it is not intended or in contravention of the Alarms Act containing Certain Provisions concerning Alarm Installations (1983:1097), we are entitled to stop delivery of services and to de-programme the system's communication facilities. If we have not received your payment within ten days after dispatch of a debt collection notice, we have a similar right to cancel all services. If you materially breach this agreement, we are entitled to terminate the agreement.

If the agreement is terminated within five years of the date of installation of the system, you are obliged, in this context, to dismantle and return all products that have been installed to us. You have the option to buy the products installed prior to expiry of the cancellation period. The cost of such a procedure is indicated on [www.verisure.se/frikop](http://www.verisure.se/frikop). If you have previously received more favourable terms for the return of products, they continue to apply.

In the event of cancellation of the agreement, all outstanding invoices and charges must be paid, and we are always entitled to remove all alarm stickers and terminate all services unless agreed otherwise.

## FORCE MAJEURE

A party is released from liability to compensate for loss or fulfilment of certain obligations if the loss or negligence is due to factors outside the control of this party ("Force Majeure") and circumstances prevent, substantially inhibit or delay fulfilment of such an obligation.

This also applies if the loss or negligence is due to delayed deliveries on the part of our subcontractors due to Force Majeure.

Force Majeure may, for example, be considered to be measures or negligence by public authorities, new or amended legislation, revision or shutdown of the GSM network or broadband, interference with the system's radio communication between the various components, interference with other technical equipment, labour-market conflicts, blockade, war, rioting, sabotage, extreme weather conditions, thunderstorms, fire, explosions, flooding, natural disasters or accidents.

We are, in addition, free from liability to pay for loss and from fulfilment of certain obligations in accordance with the agreement if we consider that the measures officer or personnel/organisation employed would be exposed to unreasonable personal danger or risk if the obligation was to be implemented.

## REQUIREMENTS AND DISPUTES

These terms and conditions are to be interpreted and applied in accordance with Swedish law.

Disputes are to be resolved in the first instance by agreement. If such an agreement cannot be reached, the dispute is to be handled in a public law court.

You may, moreover, always contact your municipal consumer advice centre or refer the dispute to the National Board for Consumer Complaints (ARN) if ARN is competent to adjudicate the matter. We will comply with ARN's recommendations in the event of a dispute.