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TERMS & CONDITIONS

Incorporating WEEE, Disposal and Risk Protections

Issue Status

Document Title	Terms & Conditions
Document Ref	IAF.901.4
Revision	Rev 1.3
Status	Client Issue Standard
Issue Date	22 October 2026
Prepared By	John Moran / Minerva Fire & Security Ltd

Issue Purpose: Strengthened payment, late payment and liability terms, including the Construction Act payment mechanism and consolidated ownership wording; WEEE / disposal responsibility; general and data protection clauses; fuel surcharge; quotation assumptions and revised clarifications / exclusions.

Approval: Approved – John Moran, Operations Director, 22 October 2026

Revision Control

Rev	Date	Description	Prepared By	Approved By
0	16 January 2024	Original issue – Form Ref 901.4	Minerva Fire & Security Ltd	[Historical issue]
1.0	17 June 2026	Revised issue. Added WEEE & Disposal Responsibility, strengthened quotation assumptions, customer obligations and revised clarifications / exclusions.	John Moran	Superseded by Rev 1.1
1.1	22 October 2026	Parking recharged at cost + 15% (minimum £15/hr where cost cannot be evidenced); maintained remote support set at £80.00 per hour or part thereof; clause 8(i) wording restored; clause numbering, cross-references and terminology corrected.	John Moran	Superseded by Rev 1.2
1.2	22 October 2026	Payment terms rewritten (installation options, Construction Act notices, late payment, VAT, set-off, suspension); consequential loss exclusion; 60-day claim notice; business customers only; general and data protection clauses; housekeeping.	John Moran	Superseded by Rev 1.3
1.3	22 October 2026	Fuel surcharge added (new clause 17, banded to the UK diesel price, 5% at current prices); WEEE, General and Data Protection clauses renumbered 18 to 20.	John Moran	John Moran, 22/10/2026

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Terms & Conditions

1 DEFINITIONS, ETC.

(i) “Applicable Standards” means those adopted by any approvals or regulatory organisation by which the Installer is for the time being recognised or any modification or replacement thereof, current at the date of this Contract.

(ii) “Contract” means the contract for the installation, maintenance, and/or monitoring of the Installation between the Customer and the Installer.

(iii) The “Customer” means any business, company, partnership or other organisation, or agent thereof, to whom the Installer’s Quotation or Contract is addressed.

(iv) The “Installation” means fire precaution systems and items of associated equipment described in the system design specification, which are the subject of this Contract.

(v) The “Installer” means the person, partnership or company undertaking to install, maintain, and/or monitor the Installation, which is the subject of this Contract.

(vi) “Maintenance Contract” means the Contract between the Customer and the Installer for the maintenance of the Installation for the duration of the Maintenance Contract Period.

(vii) The “Maintenance Contract Period” is quoted in the Maintenance Contract, accepted by the Customer, and commences initially on the date of issue by the Installer of a Certificate of Compliance for the Installation or may commence on any anniversary of that date thereafter.

(viii) The “Maintenance Contract Price” is that price payable by the Customer under the Maintenance Contract, and may be subject to reasonable increase (based on the Retail Price Index or other suitable measure) on an annual basis, during the Maintenance Contract Period, to cover increases in wages, rates, travelling costs, and any other relevant prevailing factors since the date of the Contract.

(ix) “Preventive Maintenance” means inspecting, testing, and adjusting the Installation to confirm satisfactory operation or to identify any faulty items or processes for the Customer.

(x) The “Quotation Price” is that price accepted by the Customer in the Quotation and is not subject to revision except by agreement in writing of both parties.

(xi) “WEEE” means Waste Electrical and Electronic Equipment as defined under the Waste Electrical and Electronic Equipment Regulations 2013 (as amended).

(xii) “Existing Equipment” means any electrical or electronic equipment installed at the Customer’s premises prior to commencement of the Installation.

(xiii) “Disposal Services” means the decommissioning, removal, transport, recycling, or disposal of Existing Equipment.

(xiv) “Quotation” means the Installer’s written quotation or proposal to the Customer for the Installation and/or the Maintenance Contract.

2 GENERAL

(i) Acceptance of the Quotation includes acceptance of the following terms and conditions and any which may have been added in the system design specification, which may specifically override these Terms & Conditions of trading and will take precedence if necessary for interpretation purposes.

(ii) Nothing in these Conditions will reduce your statutory rights relating to faulty and misdescribed goods. For further information about your statutory rights, contact your local authority Trading Standards Department or Citizens Advice Bureau.

(iii) These Terms and Conditions apply to Customers who contract in the course of a business and do not apply to consumers.

3 BASIS OF QUOTATION FOR INSTALLATION

(i) Installing work is to be done during normal working hours, i.e. Monday to Friday 9.00 a.m. to 5.00 p.m. (statutory holidays accepted). Any extension of such hours or period directly or indirectly caused by the Customer shall entitle the Installer to charge any reasonable extra costs.

(ii) Variation or additional work ordered by the Customer shall be charged on the basis of reasonable time and materials at rates and costs current at the time of such work (unless separately agreed in writing before the variations / additional work started).

(iii) Unless otherwise specifically agreed, the Quotation Price does not include any extraneous work, making good, re-decoration, carpet laying, building or carpentry work, etc. and is contingent on engineers having unhindered access to doors, windows, cable runs and all other areas where work has to be carried out.

(iv) Any equipment not sold to the Customer shall be denoted as such in the system design specification and shall be subject to separate rental and/or maintenance terms as may be appropriate.

(v) Unless explicitly stated within the Quotation, the Quotation Price does not include any allowance for Disposal Services, including the removal, transport, recycling, or disposal of Existing Equipment.

(vi) The Quotation is based on installation being undertaken in a single continuous working period during normal working hours. Any requirement for phased works, out-of-hours working, restricted access, or return visits shall be subject to additional cost unless expressly stated.

(vii) The Quotation assumes unrestricted access to all working areas. Any delays, disruption, or abortive visits caused by others shall entitle the Installer to recover additional costs.

(viii) The Quotation is based on information provided at tender stage. Any changes to drawings, specifications, site conditions, or scope identified post-order shall constitute a variation.

4 TERMS OF PAYMENT

4.1 Payment terms for the Installation are as stated in the Quotation and may be: (a) interim invoices or applications for payment, with the balance on completion; (b) a deposit on order, stage payments on the stages or dates stated, and the balance on completion; or (c) payment of the whole price on a single invoice. The deposit, the stage payment amounts and the dates are as stated in the Quotation. Where the Quotation is silent, option (a) applies.

4.2 Unless the Quotation states otherwise, each invoice or application for payment is due for payment on the date it is issued (“the Due Date”), and the final date for payment is 30 days after the Due Date (“the Final Date for Payment”). Invoices subject to account facilities must be paid within the agreed terms. Failure to pay by the Final Date for Payment may result in the account being placed on hold.

4.3 Where the Housing Grants, Construction and Regeneration Act 1996 applies to the Contract: (a) the Customer shall give the Installer a written payment notice no later than 5 days after the Due Date, stating the sum the Customer considers due and the basis on which it is calculated; (b) if the Customer gives no payment notice, the sum stated in the

Installer's invoice or application is the sum due; and (c) the Customer may pay less than the notified sum only by giving a written pay less notice, stating the sum and the basis on which it is calculated, no later than 7 days before the Final Date for Payment.

4.4 The Installation is handed over to the Customer, with the keys and any keypad or access codes, on completion. Certificates of Compliance or Handover will be issued when all sums due under the Contract have been paid.

4.5 Maintenance Contracts and monitoring services are invoiced annually in advance (or monthly, quarterly or six-monthly where agreed in the Maintenance Contract), and each invoice is payable within 30 days of the date of issue. The Maintenance Contract renews on the same basis on each anniversary unless terminated under clause 10.

4.6 Interest is payable on any sum not paid by the Final Date for Payment at 8% above the Bank of England base rate, accruing daily from the day after the Final Date for Payment until payment in full, both before and after judgment, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. The Installer is also entitled to the fixed-sum compensation for each overdue invoice provided for by that Act, and to its reasonable costs of recovering the debt.

4.7 All prices and charges are exclusive of VAT, which is payable in addition at the prevailing rate. Where the domestic reverse charge for construction services applies, the Customer shall account for the VAT and the Installer's invoice will state this.

4.8 The Customer shall pay any undisputed part of an invoice by the Final Date for Payment. Any dispute must be notified in writing, with reasons, within 7 days of the invoice date. The Customer shall make no set-off, deduction, counterclaim or withholding except by a valid notice under clause 4.3 or by written agreement with the Installer. No retention applies unless agreed in writing in the Quotation.

4.9 If any sum is not paid by the Final Date for Payment, the Installer may, after giving 7 days' written notice, suspend the works, maintenance visits and monitoring until payment is made in full. The Installer is not liable for any loss resulting from the suspension, the time for completion is extended accordingly, and the Installer's reasonable costs of suspension and resumption are recoverable from the Customer.

5 COMPLETION

The Installer will use its best endeavours to effect completion of the Installation by the agreed completion date, but it cannot be held liable for any loss or damage resulting from delay or non-delivery due to causes beyond its control.

6 LIABILITY FOR LOSS OR DAMAGE

(i) The Installer does not know, and shall not be deemed to know, the actual value of the Customer's property or premises, and is not the insurer.

(ii) Apart from death or personal injury, the aggregate liability of the Installer and its staff for any breach of contract, breach of statutory duty or negligence arising out of this Contract, or presence at the Customer's premises shall be limited to £7,000,000.00 for any loss or damage whatsoever. The Customer shall notify the Installer of any claims within 60 days of the occurrence, giving grounds for such claims.

(iii) The Installer shall not be liable for any indirect or consequential loss, or for any loss of profit, revenue, business, contracts or goodwill, however arising, except for death or personal injury caused by the Installer's negligence or any other liability that cannot lawfully be excluded.

(iv) Although the Installation is designed to the best of the Installer's skill and knowledge to reduce the risks of loss or damage or to deter intruders (as the case may be), the Installer does not represent or warrant that the Installation may not be neutralised, circumvented or otherwise rendered ineffective by the Customer, intruders or other unauthorised persons, and in such event it shall not be liable for direct or indirect loss or damage suffered by the Customer, intruders or other unauthorised persons.

(v) Given the previous sub-paragraphs (i) to (iv), the Customer acknowledges that he, she, or it should effect separate insurance coverage.

6A GUARANTEES

For one year from the date of handover the Installer shall carry out replacement or repair of parts and rectification of faults free of charge (including call out) and to the Applicable Standards except for any such things made necessary by the wilful or negligent act of any person (other than the Installer, its employees, and agents), or by some other cause or peril beyond the Installer's control.

7 OWNERSHIP

Until full payment is received as referred to in clause 4 above, every part of the Installation and associated equipment shall remain the property of the Installer and the Customer irrevocably grants licence in the event of his, her or its default, to enter upon his, her or its premises to recover the same whether fixed or unfixed provided the Installer shall first obtain an Order from a Court of Law permitting entry into the Customer's premises. Until recovery of the Installer's property, the Customer shall take reasonable care of the same and shall pay the Installer's reasonable costs of replacing or repairing the same. The Customer shall at all times be responsible for loss of and damage to the Installation unless such loss or damage arises from the neglect of the Installer, its employees or agents.

8 INSTALLER'S OBLIGATIONS

(i) In consideration of the Quotation Price specified and paid or to be paid by the Customer, the Installer undertakes to install the Installation in accordance with the Applicable Standards adopted by the approvals or regulatory organisation by which the Installer is for the time being recognised, to the best of its ability, and that the equipment used in the Installation shall be fit for the purpose intended.

(ii) In consideration of the Maintenance Contract Price specified and paid or to be paid by the Customer to the Installer in accordance with clause 4.5, the Installer will, for the duration of the Maintenance Contract Period specified, carry out maintenance inspections of the Customer's installation, together with other services, where applicable, as specified in paragraph 8(iv) below.

(iii) This Quotation / Sale and Maintenance Contract document relates only to the Installation described in the system design specification, which is the subject of that document, and the maintenance provisions shall only apply if agreed between Customer and Installer.

(iv) When the Contract document provides for maintenance service, the Installer agrees, subject to reasonable access to the site and installation being available, periodically to inspect, test and adjust the Installation and to carry out all necessary maintenance thereto on the number of visits set out in the Maintenance Contract document by the Applicable Standards during regular weekday working hours (except where otherwise stated), viz Monday to Friday 9.00 a.m. to 5.00 p.m., upon giving reasonable notice to the Customer of any visit for this purpose. Additional services, such as various monitoring services and key holding, shall also be supplied on a 24-hour basis if included in the maintenance contract price and accepted by the Customer.

9 CUSTOMER OBLIGATIONS

(i) The Customer agrees to pay, in addition to the Quotation Price and the Maintenance Contract Price (if any), the cost of any works required from time to time to upgrade the Installation to a state that complies with the relevant Applicable Standards.

(ii) To pay for all necessary repairs and replacements to the Installation unless these are covered by guarantees or extended guarantees of the Maintenance Contract or where they are required due to the neglect of the Installer, its employees and / or agents.

(iii) Not to permit anyone (including the Customer himself) other than the Installer to test, adjust or reset or interfere with the Installation or any part thereof. In the event of a breach of this provision, the Installer shall be entitled to terminate the Maintenance Contract upon its discovery.

(iv) To permit the Installer's staff and agents (and Inspectors representing any approvals or regulatory organisation by which the Installer is, for the time being, recognised) from time to time to have access to the Customer's premises at all reasonable times.

(v) Not to charge, pledge or otherwise deal with any of the Installer's equipment or installation which has not already been sold to the Customer, nor part with possession of the same or remove or permit it to be removed from the Customer's premises.

(vi) To notify the Installer of any proposed structural alteration to the premises or any other modification which may affect the existing Installation or system to which it may be linked. The Installer shall carry out any extension to or alteration of the Installation which may become necessary at the additional expense of the Customer.

(vii) To notify the Installer as soon as practical (and preferably at once) after the appearance of any defect in the Installation, and to permit the Installer to take such steps as it thinks fit to remedy such a defect.

(viii) To ensure that if an external alarm bell is fitted, it does not cause a nuisance as defined by current Noise Pollution legislation from time to time. Arrangements must include an automatic device, limiting bell noise to 15 minutes and for two key holders to be available within this time [current legislation includes the London Local Authorities Act 1991, Environmental Protection Act 1990, Control of Pollution Act 1974 Scotland, and Noise and Statutory Nuisance Act 1993].

(ix) The Customer is to obtain and pay for the telephone line or other telephone company apparatus required for monitoring or remote signalling (if any), as well as any necessary facilities, consents, permits, licences, way leaves, or approvals required for installing the system. However, the Installer will assist by putting the telephone company in touch with the Customer for the provision of the requisite type of service.

(x) The Customer acknowledges that all Existing Equipment removed, replaced, or made redundant as part of the Installation constitutes waste and remains the responsibility of the Customer unless Disposal Services are expressly agreed in writing.

(xi) The Customer shall retain full duty of care for all waste arising from the Installation, including compliance with the Environmental Protection Act 1990 and all associated regulations, until such time as the waste is lawfully transferred to an authorised person.

(xii) The Customer shall ensure that any Existing Equipment designated for removal is safe to handle, free from contamination, and appropriately classified. The Customer shall notify the Installer of any hazardous materials in advance.

(xiii) The Customer shall provide all necessary access, permits, inductions, escorts, and approvals required for the execution of the works. Any additional requirements not identified at tender stage shall be subject to additional cost.

10 TERMINATION OF MAINTENANCE CONTRACT

(i) Either party may terminate the Maintenance Contract (if applicable) by not less than one month's notice in writing to that effect, to expire upon the day before any anniversary of such Maintenance Contract.

(ii) Either party may terminate the Maintenance Contract after the Maintenance Contract Period by serving a notice in writing on the other party of not less than one month.

(iii) In the event of such termination, the Customer shall return to the Installer any part of the Installation and any other equipment the Customer rents from the Installer. The Customer shall thereafter be responsible for making their arrangements regarding any monitoring or other continuing services which may be required, as monitoring services will only be provided by the Installer or their agent when a current Maintenance Contract exists between the Installer and the Customer.

(iv) Even though the Contract may be terminated the Installer and his, her or its agents shall have the right upon reasonable notice to enter the Customer's premises (subject to obtaining prior approval from a Court of Law) to remove any equipment belonging to the Installer and subject to reasonable disturbance only shall not be liable for any loss or damage occasioned thereby.

(v) Maintenance Contracts and monitoring services are invoiced in accordance with clause 4.5. Monitoring services, such as monitoring at an Alarm Receiving Centre, will continue on renewal on the same basis as the original proposal, so avoiding a disconnection of service, and the Customer accepts this as part of the service. Suspension of services for non-payment is governed by clause 4.9.

11 FORCE MAJEURE

Any failure by the Installer to perform any of its obligations due to any cause beyond the Installer's control shall not be deemed a breach of this Contract.

12 RIGHT TO REFER DISPUTES TO ADJUDICATION IN CONTRACTS WHICH ARE SUBJECT TO THE HOUSING GRANTS, CONSTRUCTION AND REGENERATION ACT 1996

12.1 If this Contract is a contract to which the Housing Grants, Construction and Regeneration Act 1996 applies and any dispute or difference arises out of or in connection with this Contract, any party ("the referring party") may by notice given to every other party to the agreement at any time refer the said dispute or difference to adjudication to be conducted by the Adjudication Provisions of the Scheme for Construction Contracts prescribed under the Housing Grants, Construction and Regeneration Act 1996.

13 ADJUDICATOR APPOINTMENT

The said adjudication shall be conducted by an adjudicator appointed by agreement between the parties, or in default of agreement, the referring party shall request the Centre for Dispute Resolution, being a nominating body under Clause 2.1(b) of the said Scheme, for these purposes to select a person to act as adjudicator.

14 MEDIATION

Subject always to the right of any party at any time in a contract to which the Housing Grants, Construction and Regeneration Act 1996 applies, to refer a dispute or difference arising out of or in connection with this agreement to

adjudication as above, either party may request by notice in writing, with record of posting, that the dispute be referred to mediation by a person agreed between the parties. Should the parties agree to mediation but fail to agree upon the person to mediate within seven days of such a request being made, then either party may apply to NSI for the appointment of a Mediator. Such mediation will be conducted following the guidelines for mediation published by the Academy of Experts.

(Note: Mediation does not result in a resolution being imposed or enforceable upon any party. It aims to assist the parties in reaching a mutually agreed-upon resolution of their dispute or differences.)

15 APPLICABLE LAW AND CATEGORY OF JURISDICTION

This Contract is subject to the Laws of England and Wales and the parties shall submit to the jurisdiction of the Courts thereof.

16 CALL OUT CHARGES

Maintained Customers

Description	Charge
Call out travel and / or 1st hour on site	£145.00
Subsequent hours or part thereof	£80.00
Out of normal hours 17:31 – 08:59	£120.00
Saturdays	£120.00
Sundays	£160.00

Remote Support Calls via RDP or Remote Apps

All support calls will now be chargeable and logged against the Client's site and property. Due to the number of support calls completed remotely, it is necessary to record them and cover the costs.

Each support call is logged and allocated a specific ticket number, which will be issued to the Client with the invoice for the work.

Remote Support Type	Charge
Basic engineering support calls	£80.00 per hour or part thereof
Commissioning – Programming calls	£88.00 per hour or part thereof

Where calls are placed on the out-of-office emergency call line "out of normal office hours", these calls will be subject to a minimum call-out period of 4 hours. The above charge will include all travelling and parking charges where applicable.

Parking Charges: Parking is recharged at cost incurred plus 15% administration. Where the actual cost cannot be evidenced, a minimum of £15.00 per hour applies. A congestion charge will be added at the unit cost of £18.00.

Non-Maintained Customers

Description	Charge
Call out travel and / or 1st hour on site	£250.00
Subsequent hours or part thereof	£125.00
Out of normal hours 17:31 – 08:59	£187.50
Saturdays	£187.50
Sundays	£250.00

Remote Support Calls via RDP or Remote Apps

All support calls will now be chargeable and logged against the Client's site and property. Due to the number of support calls completed remotely, it is necessary to record them and cover the costs.

Each support call is logged and allocated a specific ticket number, which will be issued to the Client along with the invoice for the work.

Remote Support Type	Charge
Basic engineering support calls	£80.00 per hour
Commissioning – Programming calls	£88.00 per hour

Non-Contract Customers

Service Type	Charge
Basic engineering support calls	£125.00 per hour
Commissioning – Programming calls	£225.00 per hour

17 FUEL SURCHARGE

17.1 The Installer may charge a fuel surcharge, shown as a separate line on each invoice, to recover increased fuel costs. The surcharge is a percentage applied to the Installer's call-out charges, travel charges and labour charged on a time-and-materials basis (including variations and day-work). It does not apply to materials or equipment, to remote support, or to the Maintenance Contract Price.

17.2 The percentage is set monthly by reference to the average UK diesel price per litre published in the UK Government's Weekly Road Fuel Prices for the last week of the preceding month, in accordance with the table below. The percentage that applies is the one in force on the date the work is carried out.

Average UK diesel price (pence per litre)	Fuel surcharge
Up to 160	0%
Over 160 up to 180	2.5%
Over 180 up to 200	5%
Over 200 up to 220	7.5%
Over 220	10%

17.3 The percentage in force is shown on each invoice and is available from the Installer on request.

17.4 The surcharge does not apply to the fixed price stated in a Quotation, but it does apply to any variation or additional work charged on a time-and-materials basis.

17.5 The fuel surcharge is exclusive of VAT, which is payable in addition at the prevailing rate.

18 WEEE & DISPOSAL RESPONSIBILITY

18.1 The Installer shall not be responsible for the removal or disposal of Existing Equipment unless Disposal Services are expressly included within the Quotation or agreed in writing.

18.2 Where Disposal Services are not included, the Customer shall be responsible for the removal, transport, and lawful disposal of all Existing Equipment and for compliance with all relevant waste management legislation.

18.3 Where Disposal Services are requested, the Installer may undertake such works subject to: (a) prior written instruction; (b) agreement of additional costs; and (c) confirmation of waste classification where required.

18.4 Where the Installer undertakes Disposal Services, such services shall be carried out using appropriately licensed waste carriers and authorised treatment facilities, and relevant Waste Transfer Notes or Consignment Notes shall be issued as applicable.

18.5 Nothing in these Terms and Conditions obliges the Installer to remove, collect, transport or dispose of Existing Equipment unless expressly included in the Quotation or agreed in writing.

18.6 Any unforeseen conditions relating to Existing Equipment, including hazardous materials, restricted access, abnormal handling requirements, or contamination, shall constitute a variation to the Contract.

18.7 Unless expressly included, no allowance has been made for strip-out, dismantling, transport, recycling, or disposal of existing systems, and all such works shall be subject to additional cost.

19 GENERAL

19.1 The Contract (comprising the Quotation, these Terms and Conditions and the system design specification) is the entire agreement between the parties and supersedes all earlier discussions, representations and understandings.

19.2 No variation of the Contract is effective unless it is in writing and confirmed by an authorised representative of each party.

19.3 The Installer may subcontract any of its obligations but remains responsible for them. The Customer may not assign or transfer any of its rights or obligations under the Contract without the Installer's prior written consent.

19.4 Any notice under the Contract must be in writing and delivered by hand, by post or by email to the address stated in the Contract (or to such other address as a party notifies in writing).

19.5 If any provision of the Contract is found to be invalid or unenforceable, the remaining provisions continue in full force.

19.6 A person who is not a party to the Contract has no right to enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

20 DATA PROTECTION

20.1 Where the Installation includes CCTV, access control or any other system that processes personal data, the Customer is the data controller and is responsible for the lawful use of the system, including signage, retention periods and compliance with the UK GDPR and the Data Protection Act 2018.

20.2 To the extent that the Installer has access to personal data when installing, maintaining or supporting the system, it will process that data only on the Customer's documented instructions and will keep it secure.

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Clarifications – Exclusions Statements

1. Access equipment above a working height of 3.3 metres is excluded unless explicitly stated. Any such requirement will be subject to additional cost.

2. All equipment will be offered in standard colours unless otherwise stated.

3. Unless otherwise stated, our tender will be open for acceptance for 30 days from the date of the Quotation.

4. Void detection is excluded unless full cross-sectional drawings have been provided at tender stage. Any requirement identified post-award will constitute a variation.

5. Design responsibility is excluded unless expressly stated. Where required, this will be subject to separate agreement and the issue of a Design Certificate.

6. No allowance has been made for costs arising from delay, disruption, or extension of the contract period caused by others. Any such impacts will be recoverable as additional costs.

7. Our proposal does not account for the costs associated with any performance bond, guarantees, or collateral warranty for the project.

8. The Installer reserves the right to review all contract documentation prior to commencement. Any obligations or risks not identified or allowed for within our original quotation will be subject to variation.

9. Containment is excluded unless specifically detailed. All containment is assumed to be provided by others.

10. Installation is assumed to be within containment provided by others. Any deviation will be subject to additional cost.

11. Cabling within lift shafts is excluded unless expressly stated.

12. All builders' works including chasing, making good, penetrations, fire stopping, ducting, conduits, and cable routes are excluded and to be provided by others. Our engineers will indicate where seals have to be broken.

13. All 240V power supplies are to be provided by others at no cost to Minerva Fire & Security. Final locations will be advised by us.

14. Our proposal includes for single stage cause and effect unless otherwise requested.

15. Removal and reinstatement of specialist finishes, ceilings, walls, or floor coverings are excluded and to be undertaken by others.

16. The programme assumes continuous installation. Phased works or return visits may incur additional cost.

17. Out-of-hours or separate commissioning visits are chargeable unless stated.

18. The system's commissioning will constitute practical completion. At this time, our engineer will present an acceptance certificate for the Customer's representative to sign, and we will hand over the system to the end users or representatives.

19. Unrestricted access is assumed. Any restriction or delay may result in additional charges.

20. Should you consider making any alterations to the building or changing the definition of the actual risk, please contact us at your earliest possible opportunity. The certification included in this offer relates to the installation described in the tender documentation and can only be maintained if we are offered the opportunity to re-appraise the design following any changes to the installation or risk.

21. Where the Fire Detection and Alarm System has been designed by others, it should be noted that British Standard BS 5839-1:2025 requires that a design certificate is issued by the designer prior to commencement of the installation.

22. A fire risk assessment carried out by others should determine where and if VADS are required.

23. Where others have carried out the design, we have assumed that the requirements of the Equality Act 2010 and BS 5839-1:2025, detailing the requirement of people with impaired hearing, have been considered.

24. Removal and disposal of existing fire alarm or electrical equipment is excluded unless explicitly stated. All existing equipment remains the responsibility of the client for lawful disposal.

25. Works are based on standard working hours. Out-of-hours or restricted working will incur additional cost.

26. No allowance has been made for permits, inductions, escorts, or access restrictions. These will be chargeable if required.

27. No allowance has been made for asbestos, hazardous materials, or contaminated environments. Discovery will constitute a variation.

28. Coordination with other trades is by others. Abortive visits or delays will be chargeable.

29. This quotation is based on information available at tender stage. Any changes shall be treated as a variation.

30. Cause and effect is based on a single-stage operation unless stated otherwise. Additional interfacing or phased testing will be chargeable.