

Terms and conditions end user – General this is for CCTV / Alarm / Home automation

1. Money back guaranteed with any cancellation made 24H prior to the installation date.
2. If any cancellation is done after the 24hr notice period, a cancellation fee of R2500 will be charged and deducted before the refund is made.
3. Free delivery within 30km of a major city centre.
 - 3.1 Alternatively, we will have the installer collect from us, or deliver to the installer that will do the installation.
4. The Installation of promotion CCTV kits, Alarm kits or Home automation Kits are all classified as a standard basic home installations, therefore a maximum of 100m of cable is supplied for the installation. Should the installation require more cable, the cable will be billed to you at an additional cost for CCTV cable at R630 vat incl per 100m + labour costs of R450 vat incl per hour. Alarm or Home Automation Cable at R250 vat incl + labour costs of R450 vat incl per hour. Cable cannot be supplied by the end user due to quality control.
5. The installation includes only the following and it is classified as a Basic Installation only:
 - A. CCTV:**
 - 5.1 1 x DVR / NVR 4 or 8CH depends on the kit choice.
 - 5.2 1 x 1TB Surveillance HDD.
 - 5.3 4 or 8 x AHD / IP 2mp (Mega pixel / 1080p) quality cameras depends on the kit selected.
 - 5.4 Power supply as per the kit option selected
 - 5.5 1 X 100M roll of cable.
 - 5.6 All connectors
 - B: ALARM:**
 - 5.7 1 x Smart Living INIM 505 panel
 - 5.8 1 x Inim LCD keypad
 - 5.9 1 x Siren 15w
 - 5.10 1 x 7AH Battery
 - 5.11 2 x XIRP100 Inim Detector
 - 5.12 1 x PSU40VA
 - 5.13 2 x MC-W magnetic contacts
 - 5.14 1 x 100m roll cable 6 Core
 - 5.15 5 x Tubes Glue
 - C: HOME AUTOMATION – 2 or 5 Automations only**
 - 5.16 1 x Smart Living INIM 505 panel
 - 5.17 1 x Inim LCD keypad
 - 5.18 1 x Siren 15w
 - 5.19 1 x 7AH Battery
 - 5.20 1 x PSU40VA
 - 5.21 1 x 100m roll cable 6 Core
 - 5.22 1 x Smartlan/G – Internet module
 - 5.23 1 x AIR2-BS200/10 – wireless receiver
 - 5.24 2 or 5 x AIR2-MC300B – wireless magnetic contacts depending on selection
 - 5.25 2 or 5 x REL1INT - single relay board depending on selection
6. Any additional equipment such as monitors or additional items relevant to the installation must be pre-arranged prior to beginning of the installation.
7. The Installation is done by a professional installer and they will be held liable to carry an installation guarantee for 1 year from date of installation.

8. All ProvisionISR branded products carry a 3 year guarantee and INIM branded products carry a 2year guarantee.
9. All the Installations are done by 3rd party installers. Provision ISR / INIM are not installers.
10. All communication must be directed to Provision ISR / INIM only and not to the installer.
11. Upon completion of the installation, only then should you contact the installer for direct support.
12. Once the installation is completed and signed off, any call out fee will be charged at the normal Installer rate which is R450 vat incl per hour unless the fault is related to the initial installation.
13. Any issue you might have during installation or after please communicate with Provision ISR / INIM and you will be assisted.
14. Product may vary from ad pictures.
15. Offer valid while stocks last.
16. Errors and Omissions Excepted
17. Complaints / compliments: info@hiteksecurity.net