

**1. Preamble**

- 1.1 All Services provided by Nelson Alarms, whether gratuitous or not, are supplied subject to these Terms and Conditions and:
- (a) The provisions of Part I shall apply to the provision of all and any Services.
  - (b) The provisions of Part II shall only apply to the provision of Security Services.

**PART I - GENERAL CLAUSES**

**2. Definitions**

- 2.1 **"Client"** means the person/s, entities or any person acting on behalf of and with the authority of the Client requesting Nelson Alarms to provide the Services as specified in any proposal, quotation, order, invoice or other documentation, and:
- (a) if there is more than one Client, is a reference to each Client jointly and severally; and
  - (b) if the Client is a partnership, it shall bind each partner jointly and severally; and
  - (c) if the Client is a part of a Trust, shall be bound in their capacity as a trustee; and
  - (d) includes the Client's executors, administrators, successors and permitted assigns.
- 2.2 **"Contract"** means the terms and conditions contained herein, together with any quotation, order, invoice or other document or amendments expressed to be supplemental to this Contract.
- 2.3 **"Cookies"** means small files which are stored on a user's computer. They are designed to hold a modest amount of data (including Personal Information) specific to a particular client and website, and can be accessed either by the web server or the client's computer. If the Client does not wish to allow Cookies to operate in the background when using Nelson Alarms' website, then the Client shall have the right to enable / disable the Cookies first by selecting the option to enable / disable provided on the website, prior to making enquiries via the website.
- 2.4 **"Nelson Alarms"** means Nelson Alarms Security Systems Limited T/A Nelson Alarms Security, its successors and assigns.
- 2.5 **"Price"** means the Price payable (plus any Goods and Services Tax ("GST") where applicable) for the Goods as agreed between Nelson Alarms and the Client in accordance with clause 8 below.
- 2.6 **"Services"** means all Services or Goods supplied by Nelson Alarms to the Client at the Client's request from time to time (where the context so permits the terms 'Goods' or 'Services' shall be interchangeable for the other).

**3. Acceptance**

- 3.1 The parties acknowledge and agree that:
- (a) they have read and understood the terms and conditions contained in this Contract; and
  - (b) the parties are taken to have exclusively accepted and are immediately bound, jointly and severally, by these terms and conditions if the Client places an order for or accepts delivery of the Goods or Services.
- 3.2 In the event of any inconsistency between the terms and conditions of this Contract and any other prior document or schedule that the parties have entered into, the terms of this Contract shall prevail.
- 3.3 Any amendment to the terms and conditions contained in this Contract may only be amended in writing by the consent of both parties.
- 3.4 The Client acknowledges that the supply of Goods or Services on credit shall not take effect until the Client has completed a credit application with Nelson Alarms and it has been approved with a credit limit established for the account.
- 3.5 In the event that the supply of Goods or Services requested exceeds the Client's credit limit and/or the account exceeds the payment terms, Nelson Alarms reserves the right to refuse delivery.
- 3.6 In the event that Nelson Alarms is required to provide the Services urgently, that may require Nelson Alarms' staff to work outside normal business hours (including, but not limited to, working through lunch breaks, weekends and/or Public Holidays) then Nelson Alarms reserves the right to charge the Client additional labour costs (penalty rates will apply), unless otherwise agreed between Nelson Alarms and the Client.
- 3.7 Electronic signatures shall be deemed to be accepted by either party providing that the parties have complied with Section 226 of the Contract and Commercial Law Act 2017 or any other applicable provisions of that Act or any Regulations referred to in that Act.

**4. Authorised Representatives**

- 4.1 The Client acknowledges that Nelson Alarms shall (for the duration of the Services) liaise directly with one (1) authorised representative, and that once introduced as such to Nelson Alarms, that person shall have the full authority of the Client to order any Services, Goods and/or to request any variation thereto on the Client's behalf. The Client accepts that they will be solely liable to Nelson Alarms for all additional costs incurred by Nelson Alarms (including Nelson Alarms' profit margin) in providing any Services, Goods or variation/s requested thereto by the Client's duly authorised representative.

**5. Errors and Omissions**

- 5.1 The Client acknowledges and accepts that Nelson Alarms shall, without prejudice, accept no liability in respect of any alleged or actual error(s) and/or omission(s):
- (a) resulting from an inadvertent mistake made by Nelson Alarms in the formation and/or administration of this Contract; and/or
  - (b) contained in/omitted from any literature (hard copy and/or electronic) supplied by Nelson Alarms in respect of the Services.
- 5.2 If such an error and/or omission occurs in accordance with clause 5.1, and is not attributable to the negligence and/or wilful misconduct of Nelson Alarms; the Client:
- (a) shall not be entitled to treat this Contract as repudiated nor render it invalid; but
  - (b) shall not be responsible for any additional costs incurred by Nelson Alarms arising from the error or omission.

**6. Change in Control**

- 6.1 The Client shall give Nelson Alarms not less than fourteen (14) days prior written notice of any proposed change of ownership of the Client and/or any other change in the Client's details (including but not limited to, changes in the Client's name, address and contact phone or fax number/s, change of trustees or business practice). The Client shall be liable for any loss incurred by Nelson Alarms as a result of the Client's failure to comply with this clause.

**7. Fixed Term Contracts**

- 7.1 Where this Contract is for ongoing Services, the commencement date shall be the date of the first delivery of the Services under a maintenance agreement, or from the date of signing, whichever, is the earlier. A maintenance agreement shall be for the period ("initial term") as agreed between both parties and shall revert to a month to month basis automatically, thereafter, unless agreed otherwise until terminated by either party by giving at least one (1) months required notice as defined in the maintenance agreement prior to the expiration date of the initial term or any additional term.
- 7.2 The Client accepts and acknowledges that all fixed contracts are subject to periodic price reviews to allow for increases to Nelson Alarms in the cost of labour and materials (including, but not limited to, movement in the Consumer Price Index (CPI), which are beyond the control of Nelson Alarms.

**8. Price and Payment**

- 8.1 At Nelson Alarms' sole discretion the Price shall be either:
- (a) as indicated on any invoice provided by Nelson Alarms to the Client; or
  - (b) the Price as at the date of Delivery of the Goods according to Nelson Alarms' current price list; or
  - (c) Nelson Alarms' quoted Price (subject to clause 8.2) which will be valid for the period stated in the quotation or otherwise for a period of thirty (30) days.
- 8.2 Nelson Alarms reserves the right to change the Price:
- (a) if a variation to the Goods which are to be supplied is requested; or
  - (b) if a variation to the Services originally scheduled (including any applicable plans or specifications) is requested; or
  - (c) if during the course of the Services, the Goods are not or cease to be available from Nelson Alarms' third party suppliers, then Nelson Alarms reserves the right to provide alternative Goods; or
  - (d) where additional Services are required due to the discovery of hidden or unidentifiable difficulties (including, but not limited to, limitations to accessing the site, obscured site defects which require remedial work (e.g. poor existing wiring, etc.), health hazards and safety considerations (such as the discovery of asbestos), availability of machinery, prerequisite work by any third party not being completed etc.) which are only discovered on commencement of the Services; or
  - (e) in the event of increases to Nelson Alarms in the cost of labour or materials which are beyond Nelson Alarms' control.
- 8.3 Variations will be charged for on the basis of Nelson Alarms' quotation, and will be detailed in writing, and shown as variations on Nelson Alarms' invoice. The Client shall be required to respond to any variation submitted by Nelson Alarms within ten (10) working days. Failure to do so will entitle Nelson Alarms to add the cost of the variation to the Price. Payment for all variations must be made in full at the time of their completion.
- 8.4 At Nelson Alarms' sole discretion a reasonable non-refundable deposit may be required.
- 8.5 Time for payment for the Goods being of the essence, the Price will be payable by the Client on the date/s determined by Nelson Alarms, which may be:
- (a) on delivery of the Goods;
  - (b) by way of instalments/progress payments in accordance with Nelson Alarms' payment schedule;
  - (c) for certain approved Clients, due twenty (20) days following the end of the month in which a statement is posted to the Client's address or address for notices;
  - (d) the date specified on any invoice or other form as being the date for payment; or
  - (e) failing any notice to the contrary, the date which is seven (7) days following the date of any invoice given to the Client by Nelson Alarms.
- 8.6 At the agreement of both parties, payment of the Price may be subject to retention by the Client of an amount (hereafter called the "Retention Money"), being a set amount or equal to a percentage of the Price. The Client shall hold the Retention Money for the agreed period following completion of the Services during which time all Services are to be completed and/or all defects are to be remedied. Any Retention Money applicable to this Contract is to be dealt with in accordance with Subpart 2A - sections 18(a) to 18(i) of the Construction Contracts Amendment Act 2015 and as such no Retention Money shall be used other than to remedy defects in the performance of Nelson Alarms' obligations under the Contract.
- 8.7 Payment may be made by cash, electronic/on-line banking, or by any other method as agreed to between the Client and Nelson Alarms.
- 8.8 Nelson Alarms may in its discretion allocate any payment received from the Client towards any invoice that Nelson Alarms determines and may do so at the time of receipt or at any time afterwards. On any default by the Client Nelson Alarms may re-allocate any payments previously received and allocated. In the absence of any payment allocation by Nelson Alarms, payment will be deemed to be allocated in such manner as preserves the maximum value of Nelson Alarms' Purchase Money Security Interest (as defined in the PPSA) in the Goods.
- 8.9 The Client shall not be entitled to set off against, or deduct from the Price, any sums owed or claimed to be owed to the Client by Nelson Alarms nor to withhold payment of any invoice because part of that invoice is in dispute, unless the request for payment by Nelson Alarms is a claim made under the Construction Contracts Act 2002. Nothing in this clause 8.9 prevents the Client from the ability to dispute any invoice.
- 8.10 Unless otherwise stated the Price does not include GST. In addition to the Price, the Client must pay to Nelson Alarms an amount equal to any GST Nelson Alarms must pay for any supply by Nelson Alarms under this or any other contract for the sale of the Goods. The Client must pay GST, without deduction or set off of any other amounts, at the same time and on the same basis as the Client pays the Price. In addition, the Client must pay any other taxes and duties that may be applicable in addition to the Price except where they are expressly included in the Price.

**9. Delivery and Installation**

- 9.1 Delivery ("Delivery") of the Goods is taken to occur at the time that:
- (a) the Client or the Client's nominated carrier takes possession of the Goods at Nelson Alarms' address; or
  - (b) Nelson Alarms (or Nelson Alarms' nominated carrier) delivers the Goods to the Client's nominated address even if the Client is not present at the address.
- 9.2 Where Nelson Alarms has provided software, Nelson Alarms retains ownership of the software, but grants a licence to the Client for use of the software. The Client will use any software supplied by Nelson Alarms strictly in terms of the licence under which it is supplied and shall not

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modify, change or copy any such software. The Client will use any third-party software supplied by Nelson Alarms, and identified as such, strictly in terms of the licence under which it is supplied.

- 9.3 The cost of Delivery is either included in the Price or is in addition to the Price as agreed between the parties.
- 9.4 Nelson Alarms may deliver the Goods in separate instalments. Each separate instalment shall be invoiced and paid in accordance with the provisions in these terms and conditions.
- 9.5 The Client shall ensure that Nelson Alarms has clear and free access to the Client's premises at all times to enable them to deliver, install or service the Goods/Services. In addition the Client shall provide Nelson Alarms with any access codes, passwords or other information required in order to complete the Services whether delivered at the Client's premises or by remote access.
- 9.6 Any telecommunications connection required for the installation and/or maintenance of a security system will be arranged and paid for by the Client unless otherwise agreed in writing.
- 9.7 In the event that the electrical wiring is required to be re-positioned at the request of any third party contracted by the Client then the Client agrees to notify Nelson Alarms immediately upon any proposed changes. The Client agrees to indemnify Nelson Alarms against any additional costs incurred with such a relocation of electrical wiring. All such variances shall be invoiced in accordance with clause 8.2.
- 9.8 Any time specified by Nelson Alarms for Delivery of the Goods is an estimate only and Nelson Alarms will not be liable for any loss or damage incurred by the Client as a result of Delivery being late. However both parties agree that they shall make every endeavour to enable the Goods to be delivered at the time and place as was arranged between both parties. In the event that Nelson Alarms is unable to supply the Goods as agreed solely due to any action or inaction of the Client, then Nelson Alarms shall be entitled to charge a reasonable fee for redelivery and/or storage.

### **10. Risk**

- 10.1 Risk of damage to or loss of the Goods passes to the Client on Delivery and the Client must insure the Goods on or before Delivery.
- 10.2 If any of the Goods are damaged or destroyed following Delivery but prior to ownership passing to the Client, Nelson Alarms is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by Nelson Alarms is sufficient evidence of Nelson Alarms' rights to receive the insurance proceeds without the need for any person dealing with Nelson Alarms to make further enquiries.
- 10.3 If the Client requests Nelson Alarms to leave Goods outside Nelson Alarms' premises for collection or to deliver the Goods to an unattended location then such Goods shall be left at the Client's sole risk.
- 10.4 The Client warrants that the structure of the premises or equipment in or upon which the Goods are to be installed or erected is sound and will sustain the installation and work incidental thereto and Nelson Alarms shall not be liable for any claims, demands, losses, damages, costs and expenses howsoever caused or arising should the premises or equipment be unable to accommodate the installation.
- 10.5 The Client acknowledges that in the event asbestos or any other toxic substances are discovered during the installation that it is the Client's responsibility to ensure the safe removal of the same. The Client further agrees to indemnify Nelson Alarms against any costs incurred by Nelson Alarms as a consequence of such discovery. Under no circumstances will Nelson Alarms handle removal of any asbestos product.
- 10.6 Nelson Alarms shall be entitled to rely on the accuracy of any plans, specifications and other information provided by the Client. The Client acknowledges and agrees that in the event that any of this information provided by the Client is inaccurate, Nelson Alarms accepts no responsibility for any loss, damages, or costs however resulting from these inaccurate plans, specifications or other information.
- 10.7 The Client acknowledges that:
- (a) all descriptive specifications, illustrations, drawings, data, dimensions, ratings and weights stated in Nelson Alarms' or manufacturer's fact sheets, price lists or advertising material, are approximate only and are given by way of identification only. The Client shall not be entitled to rely on such information, and any use of such does not constitute a sale by description, and does not form part of the contract, unless expressly stated as such in writing by Nelson Alarms; and
  - (b) any information or figures provided by Nelson Alarms regarding the performance of the Goods are given in good faith. The information provided is based on industry prescribed estimates of Goods working under optimal operating conditions.
- 10.8 The Client accepts that electronic security systems, smoke, heat and like detectors installed to / at their premises:
- (a) are for monitoring and detection purposes and should not be seen as a life saving device; and
  - (b) does not guarantee the site will be free from malicious damage or losses caused by attack, break and/or enter.
- 10.9 It shall be the Client's responsibility:
- (a) to ensure the security system equipment is tested and maintained to full operational condition; and
  - (b) for all phone calls emanating from the security system panel; and
  - (c) to ensure all electronically protected areas are free from obstacles which may impair the operation of the system.

### **11. Access**

- 11.1 The Client shall ensure that Nelson Alarms has clear and free access to the site at all times to enable them to undertake the Services. Nelson Alarms shall not be liable for any loss or damage to the site (including, without limitation, damage to pathways, driveways and concreted or paved or grassed areas) unless due to the negligence of Nelson Alarms.
- 11.2 The Client acknowledges:
- (a) that it is their responsibility to provide Nelson Alarms while at the site with adequate access to regulated, clean 240C power and an insulated ground and any other amenities that may be required in order to perform the contracted Services;
  - (b) that they shall be wholly responsible for any animals and/or children on the site. The Client shall ensure that any animals and/or children are safely secured; and
  - (c) agrees that:
    - (i) Nelson Alarms does not guarantee the performance or transmission speed or quality of any data;
    - (ii) transmission of data may be unavailable from time to time due to scheduled maintenance and/or upgrades or networks by third parties;
    - (iii) there are inherent hazards in electronic distribution and as such Nelson Alarms cannot warrant against delays or errors in transmitting data between the Client and any person or entity the Client conducts communications with including orders, and the Client agrees that Nelson Alarms will not be liable for any losses which the Client suffers as a result of delays or errors in transmitting orders or other communications and/or documents.

**12. Underground/Hidden Locations**

- 12.1 Prior to Nelson Alarms commencing any work the Client must advise Nelson Alarms of the precise location of all underground/hidden services on the site and clearly mark the same. The underground/hidden mains & services the Client must identify include, but are not limited to, electrical services, gas services, sewer services, pumping services, sewer connections, sewer sludge mains, water mains, irrigation pipes, telephone cables, fibre optic cables, oil pumping mains, and any other services that may be on site.
- 12.2 Whilst Nelson Alarms will take all care to avoid damage to any underground/hidden services the Client agrees to indemnify Nelson Alarms in respect of all and any liability claims, loss, damage, costs and fines as a result of damage to services not precisely located and notified as per clause 12.1.

**13. Compliance with Laws**

- 13.1 The Client and Nelson Alarms shall comply with the provisions of all statutes, regulations and bylaws of government, local and other public authorities that may be applicable to the Services, including any WorkSafe health and safety laws relating or any other relevant safety standards or legislation pertaining to the Services.
- 13.2 Both parties acknowledge and agree:
- (a) to comply with the Building Act 2004 (including any subsequent Amendments) and Code of Ethics, in respect of all workmanship and building products to be supplied during the course of the Services; and
  - (b) that Services will be provided in accordance with any current relevant Australian/New Zealand Standards applicable.
- 13.3 Where the Client has supplied products for Nelson Alarms to complete the Services, the Client acknowledges that it accepts responsibility for the suitability of purpose and use for their products and the intended use and any faults inherent in those products. However, if in Nelson Alarms' opinion, it is believed that the materials supplied are non-conforming products and will not conform with New Zealand regulations, then Nelson Alarms shall be entitled, without prejudice, to halt the Services until the appropriate conforming products are sourced and all costs associated with such a change to the plans and design will be invoiced in accordance with clause 8.2.
- 13.4 The Client shall obtain (at the expense of the Client) all licenses and approvals that may be required for the Services.
- 13.5 Notwithstanding clause 13.1 and pursuant to the Health & Safety at Work Act 2015 (the "HSW Act"), Nelson Alarms agrees at all times to comply with sections 28 and 34 of the "HSW Act" with meeting their obligations for health and safety laws in the workplace regardless of whether they may be the party in control of the site or where they may be acting as a sub-contractor for the Client who has engaged a third party head contractor.
- 13.6 All work will be tested to ensure that it is electrically safe and is in accordance with the wiring rules and other standards applying to the electrical installation under the Electrical Safety Act, Regulations and Code of Practices. All of the cabling work will comply with the Australian and New Zealand Wiring standards.

**14. Use of Reports and Advice**

- 14.1 Any advice that Nelson Alarms gives to the Client, its employees or agents is for the Client's exclusive use and must be used only for the purpose described.
- 14.2 Unless Nelson Alarms gives the Client prior written consent, the advice:
- (a) must not be used or disclosed for any other purpose, referred to in any document or made available to any other person, except the Client's lawyers or other professional advisor assisting in the Services; and
  - (b) may not be relied upon by any other party other than the Client.
- 14.3 Nelson Alarms is not responsible to any other party other than the Client, who is provided with or obtains a copy of Nelson Alarms' advice.
- 14.4 Nelson Alarms' advice may, on occasion, be given to the Client in draft form or orally only on the basis that the Client may not rely on advice in that form. Accordingly, Nelson Alarms shall not be responsible if the Client or any other party relies on the advice or chooses to act, or refrains from acting, on the basis of any draft advice or oral comments or advice.
- 14.5 The Client acknowledges that the signed copy of Nelson Alarms' final advice is the definitive version.
- 14.6 Sometimes circumstances may change after Nelson Alarms has provided their final advice to the Client. If this happens Nelson Alarms will not update any final advice it has provided to the Client under these terms and conditions. If the Client would like Nelson Alarms to update their final advice, they must contact Nelson Alarms and both parties can discuss a suitable term of engagement with the Client.

**15. Title**

- 15.1 Nelson Alarms and the Client agree that ownership of the Goods shall not pass until:
- (a) the Client has paid Nelson Alarms all amounts owing to Nelson Alarms; and
  - (b) the Client has met all of its other obligations to Nelson Alarms.
- 15.2 Receipt by Nelson Alarms of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honoured, cleared or recognised.
- 15.3 It is further agreed that until ownership of the Goods passes to the Client in accordance with clause 15.1:
- (a) the Client is only a bailee of the Goods and must return the Goods to Nelson Alarms on request;
  - (b) the Client holds the benefit of the Client's insurance of the Goods on trust for Nelson Alarms and must pay to Nelson Alarms the proceeds of any insurance in the event of the Goods being lost, damaged or destroyed;
  - (c) the Client must not sell, dispose, or otherwise part with possession of the Goods other than in the ordinary course of business and for market value. If the Client sells, disposes or parts with possession of the Goods then the Client must hold the proceeds of any such act on trust for Nelson Alarms and must pay or deliver the proceeds to Nelson Alarms on demand;
  - (d) the Client should not convert or process the Goods or intermix them with other goods but if the Client does so then the Client holds the resulting product on trust for the benefit of Nelson Alarms and must sell, dispose of or return the resulting product to Nelson Alarms as it so directs;
  - (e) the Client irrevocably authorises Nelson Alarms to enter any premises where Nelson Alarms believes the Goods are kept and recover possession of the Goods;
  - (f) Nelson Alarms may recover possession of any Goods in transit whether or not Delivery has occurred;

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- (g) the Client shall not charge or grant an encumbrance over the Goods nor grant nor otherwise give away any interest in the Goods while they remain the property of Nelson Alarms; and
- (h) Nelson Alarms may commence proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods has not passed to the Client.

**16. Personal Property Securities Act 1999 (“PPSA”)**

- 16.1 Upon assenting to these terms and conditions in writing the Client acknowledges and agrees that:
  - (a) these terms and conditions constitute a security agreement for the purposes of the PPSA; and
  - (b) a security interest is taken in all Goods that have previously been supplied and that will be supplied in the future by Nelson Alarms to the Client, and the proceeds from such Goods as listed by Nelson Alarms to the Client in invoices rendered from time to time.
- 16.2 The Client undertakes to:
  - (a) sign any further documents and/or provide any further information (such information to be complete, accurate and up-to-date in all respects) which Nelson Alarms may reasonably require to register a financing statement or financing change statement on the Personal Property Securities Register;
  - (b) indemnify, and upon demand reimburse, Nelson Alarms for all expenses incurred in registering a financing statement or financing change statement on the Personal Property Securities Register or releasing any Goods charged thereby;
  - (c) not register, or permit to be registered, a financing statement or a financing change statement in relation to the Goods or the proceeds of such Goods in favour of a third party without the prior written consent of Nelson Alarms; and
  - (d) immediately advise Nelson Alarms of any material change in its business practices of selling the Goods which would result in a change in the nature of proceeds derived from such sales.
- 16.3 Unless otherwise agreed to in writing by Nelson Alarms, the Client waives its right to receive a verification statement in accordance with section 148 of the PPSA.
- 16.4 The Client shall unconditionally ratify any actions taken by Nelson Alarms under clauses 16.1 to 16.3.
- 16.5 Subject to any express provisions to the contrary (including those contained in this clause 16), nothing in these terms and conditions is intended to have the effect of contracting out of any of the provisions of the PPSA.

**17. Security and Charge**

- 17.1 In consideration of Nelson Alarms agreeing to supply the Goods, the Client charges all of its rights, title and interest (whether joint or several) in any land, realty or other assets capable of being charged, owned by the Client either now or in the future, and the Client grants a security interest in all of its present and after-acquired property, to secure the performance by the Client of its obligations under these terms and conditions (including, but not limited to, the payment of any money). The terms of the charge and security interest are the terms of Memorandum 2018/4344 registered pursuant to s.209 of the Land Transfer Act 2017.
- 17.2 The Client indemnifies Nelson Alarms from and against all Nelson Alarms' costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising Nelson Alarms' rights under this clause.
- 17.3 The Client irrevocably appoints Nelson Alarms and each director of Nelson Alarms as the Client's true and lawful attorney/s to perform all necessary acts to give effect to the provisions of this clause 17 including, but not limited to, signing any document on the Client's behalf.

**18. Defects**

- 18.1 The Client shall inspect the Goods on Delivery (or on completion of the Services) and shall within seven (7) days of Delivery (time being of the essence) notify Nelson Alarms of any alleged defect, shortage in quantity, damage or failure to comply with the description or quote. The Client shall afford Nelson Alarms an opportunity to inspect the Goods within a reasonable time following Delivery if the Client believes the Goods are defective in any way. If the Client fails to comply with these provisions the Goods shall be presumed to be free from any defect or damage. For defective Goods, which Nelson Alarms has agreed in writing that the Client is entitled to reject, Nelson Alarms' liability is limited to either (at Nelson Alarms' discretion) replacing the Goods or repairing the Goods.
- 18.2 Any Goods that have been installed but are considered to be defective in any way must be inspected by Nelson Alarms in the first instance in accordance with clause 18.1 before any form of resolution can be met.
- 18.3 Furthermore, any uninstalled Goods that Nelson Alarms has agreed in writing to accept that are defective shall be subject to:
  - (a) the Goods being returned at the Client's cost within seven (7) days of the delivery date; and
  - (b) Nelson Alarms will not be liable for Goods which have not been stored or used in a proper manner; and
  - (c) the Goods are returned in the condition in which they were delivered and with all packaging material, brochures and instruction material in as new condition as is reasonably possible in the circumstances.
- 18.4 If Nelson Alarms accepts that the Client is entitled to reject the Goods following their return pursuant to clause 18.3(a) Nelson Alarms will reimburse the Client's actual and reasonable costs of return Delivery.
- 18.5 Nelson Alarms will not accept the return of Goods for credit.
- 18.6 Subject to clause 18.1, non-stocklist items or Goods made to the Client's specifications are not acceptable for credit or return.

**19. Warranty**

- 19.1 For Goods not manufactured by Nelson Alarms, the warranty shall be the current warranty provided by the manufacturer of the Goods. Nelson Alarms shall not be bound by nor be responsible for any term, condition, representation or warranty other than that which is given by the manufacturer of the Goods.
- 19.2 In the case of second hand Goods, the Client acknowledges that full opportunity to inspect the same has been provided and accepts the same with all faults and that no warranty is given by Nelson Alarms as to the quality or suitability for any purpose and any implied warranty, statutory or otherwise, is expressly excluded. Nelson Alarms shall not be responsible for any loss or damage to the Goods, or caused by the Goods, or any part thereof however arising.

**20. Consumer Guarantees Act 1993 and the Fair Trading Act 1986**

- 20.1 If the Client is acquiring Goods for the purposes of a trade or business, the Client acknowledges that the provisions of the Consumer Guarantees Act 1993 ("CGA") do not apply to the supply of Goods by Nelson Alarms to the Client.
- 20.2 Nelson Alarms agrees to abide by the provisions of the Fair Trading Act ("FTA").

**21. Intellectual Property**

- 21.1 Where Nelson Alarms has designed, drawn or developed Goods for the Client, then the copyright in any designs and drawings and documents shall remain the property of Nelson Alarms. Under no circumstances may such designs, drawings and documents be used without the express written approval of Nelson Alarms.
- 21.2 The Client warrants that all designs, specifications or instructions given to Nelson Alarms will not cause Nelson Alarms to infringe any patent, registered design or trademark in the execution of the Client's order and the Client agrees to indemnify Nelson Alarms against any action taken by a third party against Nelson Alarms in respect of any such infringement.
- 21.3 The Client agrees that Nelson Alarms may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings or Goods which Nelson Alarms has created for the Client.

**22. Default and Consequences of Default**

- 22.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at Nelson Alarms' sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- 22.2 If the Client owes Nelson Alarms any money the Client shall indemnify Nelson Alarms from and against all costs and disbursements incurred by Nelson Alarms in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, Nelson Alarms' collection agency costs, and bank dishonour fees).
- 22.3 Further to any other rights or remedies Nelson Alarms may have under this Contract, if a Client has made payment to Nelson Alarms, and the transaction is subsequently reversed, the Client shall be liable for the amount of the reversed transaction, in addition to any further costs incurred by Nelson Alarms under this clause 22 where it can be proven that such reversal is found to be illegal, fraudulent or in contravention to the Client's obligations under this Contract.
- 22.4 Without prejudice to Nelson Alarms' other remedies at law Nelson Alarms shall be entitled to cancel all or any part of any order of the Client which remains unfulfilled and all amounts owing to Nelson Alarms shall, whether or not due for payment, become immediately payable if:
- (a) any money payable to Nelson Alarms becomes overdue, or in Nelson Alarms' opinion the Client will be unable to make a payment when it falls due;
  - (b) the Client has exceeded any applicable credit limit provided by Nelson Alarms;
  - (c) the Client becomes insolvent, convenes a meeting with its creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors; or
  - (d) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Client or any asset of the Client.

**23. Cancellation**

- 23.1 Without prejudice to any other remedies the parties may have, if at any time either party is in breach of any obligation (including those relating to payment) under these terms and conditions the other party may suspend or terminate the supply of Services or purchase of Goods to the other party. Neither party will be liable for any loss or damage the other party suffers because one of the parties has exercised its rights under this clause.
- 23.2 If Nelson Alarms, due to reasons beyond Nelson Alarms' reasonable control, is unable to deliver any Goods and/or Services to the Client, Nelson Alarms may cancel any Contract to which these terms and conditions apply or cancel Delivery of Goods and/or Services at any time before the Goods and/or Services are delivered by giving written notice to the Client. On giving such notice Nelson Alarms shall repay to the Client any money paid by the Client for the Goods and/or Services. Nelson Alarms shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 23.3 The Client may cancel Delivery of the Goods and/or Services by written notice served within twenty-four (24) hours of placement of the order. Failure by the Client to otherwise accept Delivery of the Goods and/or Services shall place the Client in breach of this Contract.
- 23.4 Cancellation of orders for Goods made to the Client's specifications, or for non-stocklist items, will definitely not be accepted once production has commenced, or an order has been placed.

**24. Privacy Policy**

- 24.1 All emails, documents, images or other recorded information held or used by Nelson Alarms is "Personal Information" as defined and referred to in clause 24.3 and therefore considered confidential. Nelson Alarms acknowledges its obligation in relation to the handling, use, disclosure and processing of Personal Information pursuant to the Privacy Act 2020 ("the Act") including Part II of the OECD Guidelines as set out in the Act. Nelson Alarms acknowledges that in the event it becomes aware of any data breaches and/or disclosure of the Client's Personal Information, held by Nelson Alarms that may result in serious harm to the Client, Nelson Alarms will notify the Client in accordance with the Act. Any release of such Personal Information must be in accordance with the Act and must be approved by the Client by written consent, unless subject to an operation of law.
- 24.2 Notwithstanding clause 24.1, privacy limitations will extend to Nelson Alarms in respect of Cookies where the Client utilises Nelson Alarms' website to make enquiries. Nelson Alarms agrees to display reference to such Cookies and/or similar tracking technologies, such as pixels and web beacons (if applicable), such technology allows the collection of Personal Information such as the Client's:
- (a) IP address, browser, email client type and other similar details;
  - (b) tracking website usage and traffic; and
  - (c) reports are available to Nelson Alarms when Nelson Alarms sends an email to the Client, so Nelson Alarms may collect and review that information ("collectively Personal Information")

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If the Client consents to Nelson Alarms' use of Cookies on Nelson Alarms' website and later wishes to withdraw that consent, the Client may manage and control Nelson Alarms' privacy controls via the Client's web browser, including removing Cookies by deleting them from the browser history when exiting the site.

- 24.3 The Client authorises Nelson Alarms or Nelson Alarms' agent to:
- (a) access, collect, retain and use any information about the Client;
    - (i) including, name, address, D.O.B, occupation, driver's license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history or any overdue fines balance information held by the Ministry of Justice for the purpose of assessing the Client's creditworthiness; or
    - (ii) for the purpose of marketing products and services to the Client.
  - (b) disclose information about the Client, whether collected by Nelson Alarms from the Client directly or obtained by Nelson Alarms from any other source, to any other credit provider or any credit reporting agency for the purposes of providing or obtaining a credit reference, debt collection or notifying a default by the Client.
- 24.4 Where the Client is an individual the authorities under clause 24.3 are authorities or consents for the purposes of the Privacy Act 2020.
- 24.5 The Client shall have the right to request (by e-mail) from Nelson Alarms, a copy of the Personal Information about the Client retained by Nelson Alarms and the right to request that Nelson Alarms correct any incorrect Personal Information.
- 24.6 Nelson Alarms will destroy Personal Information upon the Client's request (by e-mail) or if it is no longer required unless it is required in order to fulfil the obligations of this Contract or is required to be maintained and/or stored in accordance with the law.
- 24.7 The Client can make a privacy complaint by contacting Nelson Alarms via e-mail. Nelson Alarms will respond to that complaint within seven (7) days of receipt and will take all reasonable steps to make a decision as to the complaint within twenty (20) days of receipt of the complaint. In the event that the Client is not satisfied with the resolution provided, the Client can make a complaint to the Privacy Commissioner at <http://www.privacy.org.nz>.

## **25. Suspension of Services**

- 25.1 Where the Contract is subject to section 24A of the Construction Contracts Act 2002, the Client hereby expressly acknowledges that:
- (a) Nelson Alarms has the right to suspend work within five (5) working days of written notice of its intent to do so if a payment claim is served on the Client, and:
    - (i) the payment is not paid in full by the due date for payment in accordance with clause 8.5 and/or any subsequent amendments or new legislation and no payment schedule has been given by the Client; or
    - (ii) a scheduled amount stated in a payment schedule issued by the Client in relation to the payment claim is not paid in full by the due date for its payment; or
    - (iii) the Client has not complied with an adjudicator's notice that the Client must pay an amount to Nelson Alarms by a particular date; and
    - (iv) Nelson Alarms has given written notice to the Client of its intention to suspend the carrying out of work under the construction Contract.
  - (b) if Nelson Alarms suspends work, it:
    - (i) is not in breach of Contract; and
    - (ii) is not liable for any loss or damage whatsoever suffered, or alleged to be suffered, by the Client or by any person claiming through the Client; and
    - (iii) is entitled to an extension of time to complete the Contract; and
    - (iv) keeps its rights under the Contract including the right to terminate the Contract; and may at any time lift the suspension, even if the amount has not been paid or an adjudicator's determination has not been complied with.
  - (c) if Nelson Alarms exercises the right to suspend work, the exercise of that right does not:
    - (i) affect any rights that would otherwise have been available to Nelson Alarms under the Contract and Commercial Law Act 2017; or
    - (ii) enable the Client to exercise any rights that may otherwise have been available to the Client under that Act as a direct consequence of Nelson Alarms suspending work under this provision;
  - (d) due to any act or omission by the Client, the Client effectively precludes Nelson Alarms from continuing the Services or performing or complying with Nelson Alarms' obligations under this Contract, then without prejudice to Nelson Alarms' other rights and remedies, Nelson Alarms may suspend the Services immediately after serving on the Client a written notice specifying the payment default or the act, omission or default upon which the suspension of the Services is based. All costs and expenses incurred by Nelson Alarms as a result of such suspension and recommencement shall be payable by the Client as if they were a variation.
- 25.2 If pursuant to any right conferred by this Contract, Nelson Alarms suspends the Services and the default that led to that suspension continues un-remedied subject to clause 23.1 for at least ten (10) working days, Nelson Alarms shall be entitled to terminate the Contract, in accordance with clause 23.

## **26. Service of Notices**

- 26.1 Any written notice given under this Contract shall be deemed to have been given and received:
- (a) by handing the notice to the other party, in person;
  - (b) by leaving it at the address of the other party as stated in this Contract;
  - (c) by sending it by registered post to the address of the other party as stated in this Contract;
  - (d) if sent by facsimile transmission to the fax number of the other party as stated in this Contract (if any), on receipt of confirmation of the transmission;
  - (e) if sent by email to the other party's last known email address.
- 26.2 Any notice that is posted shall be deemed to have been served, unless the contrary is shown, at the time when by the ordinary course of post, the notice would have been delivered.

## **27. Trusts**

- 27.1 If the Client at any time upon or subsequent to entering in to the Contract is acting in the capacity of trustee of any trust or as an agent for a trust ("Trust") then whether or not Nelson Alarms may have notice of the Trust, the Client covenants with Nelson Alarms as follows:

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- (a) the Contract extends to all rights of indemnity which the Client now or subsequently may have against the Trust, the trustees and the trust fund;
- (b) the Client has full and complete power and authority under the Trust or from the Trustees of the Trust as the case maybe to enter into the Contract and the provisions of the Trust do not purport to exclude or take away the right of indemnity of the Client against the Trust, the trustees and the trust fund. The Client will not release the right of indemnity or commit any breach of trust or be a party to any other action which might prejudice that right of indemnity;
- (c) the Client will not during the term of the Contract without consent in writing of Nelson Alarms (Nelson Alarms will not unreasonably withhold consent), cause, permit, or suffer to happen any of the following events:
  - (i) the removal, replacement or retirement of the Client as trustee of the Trust;
  - (ii) any alteration to or variation of the terms of the Trust;
  - (iii) any advancement or distribution of capital of the Trust; or
  - (iv) any resettlement of the trust fund or trust property.

### **28. General**

- 28.1 Any dispute or difference arising as to the interpretation of these terms and conditions or as to any matter arising hereunder, shall be submitted to, and settled by, either adjudication in accordance with the Construction Contracts Act 2002 and/or by arbitration in accordance with the Arbitration Act 1996 or its replacement(s).
- 28.2 The failure by either party to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect that party's right to subsequently enforce that provision. If any provision of these terms and conditions shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired.
- 28.3 These terms and conditions and any Contract to which they apply shall be governed by the laws of New Zealand and are subject to the jurisdiction of the courts of Nelson, New Zealand.
- 28.4 Subject to the CGA, the liability of Nelson Alarms and the Client under this Contract shall be limited to the Price.
- 28.5 Nelson Alarms may licence and/or assign all or any part of its rights and/or obligations under this Contract without the Client's consent provided the assignment does not cause detriment to the Client.
- 28.6 The Client cannot licence or assign without the written approval of Nelson Alarms.
- 28.7 Nelson Alarms may elect to subcontract out any part of the Services but shall not be relieved from any liability or obligation under this Contract by so doing. Furthermore, the Client agrees and understands that they have no authority to give any instruction to any of Nelson Alarms' sub-contractors without the authority of Nelson Alarms.
- 28.8 The Client agrees that Nelson Alarms may amend their general terms and conditions for subsequent future Contracts with the Client by disclosing such to the Client in writing. These changes shall be deemed to take effect from the date on which the Client accepts such changes, or otherwise at such time as the Client makes a further request for Nelson Alarms to provide Goods and/or Services to the Client.
- 28.9 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm, national or global pandemics and/or the implementation of regulation, directions, rules or measures being enforced by Governments or embargo, including but not limited to, any Government imposed border lockdowns (including, worldwide destination ports), etc, ("Force Majeure") or other event beyond the reasonable control of either party. This clause does not apply to a failure by the Client to make any payment due to Nelson Alarms, following cessation of a Force Majeure.
- 28.10 Both parties warrant that they have the power to enter into this Contract and have obtained all necessary authorisations to allow them to do so, they are not insolvent and that this Contract creates binding and valid legal obligations on them.

## **PART II – SECURITY SERVICES**

### **29. Definitions**

- 29.1 "**Monitoring Services**" shall mean around-the-clock monitoring of the security alarm system for alarm signals and, if selected by the Client, opening and closing signals and/or other security services.
- 29.2 "**Commissioning Sheet**" shall mean the Client's written instructions to Nelson Alarms detailing response procedures and the Client's voice codes and/or passwords.
- 29.3 "**Fee**" shall mean the Fee payable for the Monitoring Services as agreed between Nelson Alarms and the Client in accordance with clause 34 of this Contract.

### **30. Contract Term**

- 30.1 At Nelson Alarms' sole discretion or unless otherwise agreed or stated in writing, all new Client's must commit to a minimum term of twelve (12) months standard alarm monitoring with Nelson Alarms (excluding CCTV installations, tendered contract works, non-alarm installations and the like).
- 30.2 Upon expiration of the contract term, this Contract will continue on a month-to-month basis, subject to termination by either party with one (1) months prior written notice.
- 30.3 In the event this term is terminated by the Client prior to expiration of the term, the Client shall incur a termination fee equal to the remaining expected monitoring fee which would fulfil the twelve (12) month commitment.

### **31. Fee and Payment**

- 31.1 At Nelson Alarms' sole discretion the Fee shall be as indicated on the Monitoring Services Agreement (subject to clause 31.2) in respect of Monitoring Services supplied.
- 31.2 Nelson Alarms reserves the right to increase the Fee at any time, provided the Client receives three (3) months prior written notice.
- 31.3 At Nelson Alarms' sole discretion payment for maintenance and Monitoring Services shall be billed quarterly and payment shall be due as per clause 31.4.
- 31.4 Time for payment for the Monitoring Services or maintenance shall be of the essence and will be stated on the invoice or any other forms. If no time is stated then payment shall be due seven (7) days following the date of the invoice.



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- 31.5 Payment will be made by cash, or by direct credit, or by any other method as agreed to between the Client and Nelson Alarms.
- 31.6 GST and other taxes and duties that may be applicable shall be added to the Fee except when they are expressly included in the Fee.

**32. Nelson Alarms' Responsibilities**

- 32.1 Nelson Alarms agrees to use due care and skill to provide the Monitoring Services during the contract term for alarm signals and/or other recurring services selected by the Client.
- 32.2 Nelson Alarms shall action alarm signals emanating from the alarm in accordance with the Commissioning Sheet.
- 32.3 Whilst Nelson Alarms shall endeavour to engage a patrol response contractor to provide a timely response to actionable alarm signals, no warranty is given by Nelson Alarms that patrol response will be available at any time, if at all. Nelson Alarms shall not be liable for any loss or damage the Client may suffer in connection with any response or the absence of any alarm response.
- 32.4 Whilst Nelson Alarms uses due care when contacting and advising emergency services, they cannot guarantee prompt response times or attendance of such services.

**33. Client's Responsibilities**

- 33.1 The Client shall immediately advise Nelson Alarms, in writing, in the event of any changes to the Commissioning Sheet.
- 33.2 The Client shall, at their own cost, maintain the alarm in good working order and in accordance with the manufacturer's requirements (including, but not limited to, recharging or replacing batteries on a timely basis). The obligation of Nelson Alarms to provide the Monitoring Services and to action alarm signals, are conditional upon the alarm being operational, in accordance with the manufacturer's requirements, and to the satisfaction of Nelson Alarms.
- 33.3 The Client shall ensure that all voice codes, passwords, radio keys and other security devices are kept secure and provided only to those persons who reasonably require access to the alarmed premises.
- 33.4 The Client cannot transfer, or attempt to transfer, the right to receive the Monitoring Services or any other right under this Contract to any other party.
- 33.5 Upon termination of the Contract, it is the Client's responsibility to ensure that an alternative service is arranged, if required, and the panel is deprogrammed to stop reporting to Nelson Alarms.
- 33.6 The Client agrees that any costs associated with the delivery of services by the Police, Ambulance, Fire or other emergency services to the Client's monitored premises shall be met by the Client.

**34. Monitoring Services**

- 34.1 The Client acknowledges that Nelson Alarms does not warrant that the Monitoring Services will render the alarmed premises, or any occupant of the alarmed premises, secure.
- 34.2 Nelson Alarms shall endeavour to action the following alarm system signals generally as described below or as otherwise agreed or interpreted:
- (a) duress / panic – Nelson Alarms shall call the monitored site, as required by the Police first to verify the event. If deemed necessary Nelson Alarms shall contact and advise the Police; and
  - (b) hold up – Nelson Alarms shall notify the Police, and make a follow up call to the monitored site after thirty (30) minutes (this clause assumes that the Client's premises comply with the Police's protocols for hold up alarms); and
  - (c) fire / smoke – Nelson Alarms shall call the site to verify event, if no answer Nelson Alarms will advise Fire Department and contacts (Nelson Alarms will dispatch guard if no contacts are available and keys are held); and
  - (d) medical – Nelson Alarms shall call the site to verify event, if no answer Nelson Alarms will advise Ambulance Service and contacts (Nelson Alarms will dispatch guard if no contacts are available); and
  - (e) system events – Nelson Alarms shall contact the Client and contacts and shall advise service department if necessary (this type of event is not necessarily auctioned immediately).
- 34.3 The Client acknowledges that independent contractors, where available, may provide patrol response. Accordingly, patrol response fees may vary from area to area and during the course of the contract term. The Client agrees to pay or reimburse Nelson Alarms for patrol response fees, which may include an administration fee. Nelson Alarms shall advise the Client of applicable patrol response fees upon request by the Client.
- 34.4 Nelson Alarms may be unable to monitor the system in the event of a communication failure between the alarm panel in the Client's premises and the monitoring centre, Failures of this nature may be malicious or otherwise. The Client acknowledges that Nelson Alarms' obligation to action alarm events is suspended at any time the communications link is disrupted between the Client's premises and Nelson Alarms' monitoring room.
- 34.5 The Client agrees that Nelson Alarms may record all telephone conversations or other communications with the monitoring station.

**35. Indemnity and Limitation of Liability**

- 35.1 The Client is solely responsible for all direct and consequential loss or damage which the Client may suffer, whether arising from Nelson Alarms' negligence or otherwise resulting from:
- (a) any cause whatever, including provision of, or failure to, provide the Monitoring Services; or
  - (b) the Clients use or, or reliance upon, the Monitoring Services, including patrol response.
- 35.2 The New Zealand Standard AS/NZS 2201.5:2008 recommends that "arrangements be put in place to demonstrate to interested parties that the intruder alarm system remains operational in accordance with this standard. This shall occur at intervals determined by the interested parties and may be achieved through data provided by the intruder alarm system or through periodic report by appropriately qualified personnel". The Client accepts that notification of the maintenance recommendations of their security system has been provided by Nelson Alarms and that they will make all arrangements with Nelson Alarms to have maintenance carried out at regular intervals. The Client also accepts that the cost of providing such maintenance is additional to any other recurring fees, unless otherwise agreed.