



Terms and Conditions

These Terms govern the sale, design, installation, configuration, integration, service, and related support for security, surveillance, monitoring-connected, and low-voltage systems provided by Advanced Video Sentry, hereafter known as AVS.

LATE PAYMENT NOTICE

Balances remaining unpaid more than 30 days after the invoice due date accrue interest at 10% per month, or the maximum rate permitted by applicable law, whichever is less, until paid in full.

1. Scope of Work

AVS shall provide the equipment, labor, configuration, and related services described in the applicable proposal, estimate, statement of work, invoice, or work order issued by AVS and accepted by Client. Unless expressly stated in writing, AVS's scope is limited to the specific equipment and services itemized in the accepted proposal. Additional labor, programming, wiring, troubleshooting, repair, relocation, finish work, permits, or third-party coordination not expressly included shall be billed separately at AVS's then-current rates.

2. Equipment and Special Orders

All equipment, devices, accessories, and materials purchased through AVS are deemed specially procured for Client's project unless AVS agrees otherwise in writing. Special-order items are non-returnable and non-refundable after client approval, order placement, or procurement by AVS, except where prohibited by law.

3. Existing Conditions and Client Responsibilities

AVS is not responsible for the condition, compatibility, performance, or future reliability of pre-existing wiring, network hardware, customer-furnished devices, or third-party equipment. Client shall provide safe and unobstructed access to all reasonably necessary work areas and shall ensure that an authorized decision-maker is available during installation or service visits to answer questions relating to device placement, aesthetics, credentials, and site conditions.

4. Network and Site Requirements

Where any system depends on Internet, Wi-Fi, power, cellular, or cloud connectivity, Client is responsible for providing and maintaining suitable infrastructure, including adequate bandwidth, an available network port, stable power, and compatible environmental conditions. Labor or material required because of deficient power, router issues, firewall rules, VPN conflicts, signal weakness, or other site-specific technical constraints shall be billed as additional work.

5. Scheduling, Estimates, and Change Orders

Installation and service appointments shall be scheduled based on AVS availability. Estimated dates are good-faith targets only and may be adjusted for weather, access limitations, product availability, permitting, third-party delays, or unforeseen site conditions. If hidden conditions, code issues, restricted access, structural obstacles, IT complications, or client-requested revisions are encountered, AVS may issue a written or electronic change order adjusting price, scope, materials, or schedule.



6. Fees and Payment Terms

Payment schedule. Unless otherwise agreed in writing, project fees are billed as follows: **50%** to schedule the project and order equipment; **25%** upon delivery of equipment to the project site; and **25%** upon completion of the installation.

Client shall pay all deposits, progress payments, service fees, trip charges, recurring charges, and final balances as stated in the applicable AVS proposal, invoice, or work order. Unless otherwise stated in writing, invoices are due upon receipt. As stated in the Late Payment Notice above, balances unpaid more than 30 days past the invoice due date accrue interest at 10% per month, or the maximum rate permitted by applicable law, whichever is less, until paid in full. AVS may also suspend further work, remote access, service scheduling, or monitoring-connected functionality for invoices that remain unpaid for 30 days after the due date. Reconnection, reactivation, or return-visit fees may apply before services resume.

7. Warranty and Service

Unless a longer period is stated in writing, AVS warrants its installation labor and workmanship for one year from substantial completion. Manufacturer warranties, if any, apply only to the equipment covered by the manufacturer and are governed solely by that manufacturer's terms. Post-installation support, troubleshooting, truck rolls, and onsite service visits outside the one-year workmanship warranty are billable at AVS's then-current rates.

8. Limitation of Liability

Client understands that AVS is not an insurer and that the amounts charged by AVS are based on the value of the goods and services provided, not on the value of the premises, contents, operations, or potential losses. To the extent permitted by law, AVS shall not be liable for indirect, incidental, special, punitive, or consequential damages in the course of executing our contract. AVS's total liability arising out of this agreement shall not exceed the amount outlined in our applicable liability policy.