

SC Audio and Security – Limitation of Liability Agreement

1. Purpose of Agreement

This document sets out the terms under which SC Audio and Security provides installation services for third-party devices and clarifies the extent of the Company's liability in circumstances where a fault, error, or damage arises in a vehicle after the installation of such products.

2. Acknowledgement of Third-Party Products

2.1. The Customer acknowledges and

agrees that certain products installed by SC Audio and Security may be manufactured, supplied, or designed by third-party companies not affiliated with SC Audio and Security.

2.2. SC Audio and Security provides installation services only and makes no representations or warranties, express or implied, as to the quality, reliability, or fitness for purpose of any third-party product.

3. Reporting of Errors or Faults

3.1. If, after installation of a third-party product, a fault, error, or issue arises with the vehicle, the Customer must notify SC Audio and Security in writing or via official communication channels at the earliest reasonable opportunity.

3.2. SC Audio and Security must be given a reasonable opportunity to:

Inspect the vehicle; and

Remove, refit, or otherwise rectify the third-party product, where appropriate.

4. Limitation of Liability

4.1. SC Audio and Security shall not be held liable for any costs, expenses, or losses, including but not limited to garage bills, diagnostic fees, repair invoices, or other charges incurred by the Customer, where:

(a) SC Audio and Security has not been notified of the fault prior to such costs

being incurred; or

(b) SC Audio and Security has not been provided with the reasonable opportunity to remove, rectify, or otherwise address the issue.

4.2. SC Audio and Security's liability in respect of any claim shall, in any event, be strictly limited to the cost of the installation service provided by the Company and shall exclude all indirect, incidental, or consequential losses.

5. Customer Responsibility

5.1. The Customer accepts responsibility for ensuring that the vehicle is in a suitable condition for installation.

5.2. The Customer agrees that any pre-existing faults or underlying vehicle issues which may interact with or be affected by the installation of a third-party product are outside the control of SC Audio and Security, and the Company shall not be liable for resulting damage or costs.

6. Governing Law

6.1. This Agreement shall be governed by and construed in accordance with the laws of England and Wales.

6.2. Any disputes arising from or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

7. Agreement

By proceeding with an installation by SC Audio and Security, the Customer confirms that they have read, understood, and agreed to the terms of this Limitation of Liability Agreement.

SC Audio and Security – Terms & Conditions of Service

1. Bookings & Deposits

1.1. All bookings must be confirmed via phone, email, or online communication with SC Audio and Security.

1.2. A deposit may be required to secure your booking. Deposits are non-refundable unless cancellation is made with reasonable notice (see Section 7).

1.3. Bookings are not confirmed until a deposit (if required) has been received.

2. Payment Terms

2.1. Payment must be made in full on completion of the installation, unless otherwise agreed in writing.

2.2. We accept [insert payment methods, e.g. cash, bank transfer, card].

2.3. Products remain the property of SC Audio and Security until full payment is received.

3. Scope of Service

3.1. SC Audio and Security provides installation services for vehicle security and audio devices, including products manufactured and supplied by third parties.

3.2. Unless otherwise stated, SC Audio and Security does not manufacture or supply the products installed and therefore makes no warranty as to their performance, reliability, or suitability.

3.3. Customers are responsible for ensuring that the chosen product is compatible with their vehicle.

4. Workmanship Guarantee

4.1. SC Audio and Security guarantees its

workmanship for a period of 12 months from the date of installation.

4.2. This guarantee covers installation errors but does not cover:

Faults arising from third-party products;

Damage caused by tampering, misuse, or subsequent work carried out by third parties;

Pre-existing electrical or mechanical faults in the vehicle.

5. Limitation of Liability

5.1. If a fault, error, or issue arises after installation, the Customer must notify SC Audio and Security at the earliest

reasonable opportunity and allow the Company to inspect and, if appropriate, remove or rectify the installation.

5.2. SC Audio and Security shall not be liable for any costs (including garage bills, diagnostic fees, or repair charges) incurred without first being given this opportunity.

5.3. Liability for proven negligence in installation shall be limited to the total amount paid by the Customer for the installation service in question.

5.4. Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud, or any other matter that cannot legally be excluded under the Consumer Rights Act 2015.

6. Customer Responsibilities

6.1. The Customer must ensure that their vehicle is roadworthy and in suitable condition for installation.

6.2. Pre-existing faults, wiring issues, or modifications may affect the installation. SC Audio and Security accepts no responsibility for costs or damage resulting from such issues.

6.3. Customers must disclose any known vehicle faults or modifications prior to installation.

7. Cancellations & Refunds

7.1. Customers who book remotely (phone/email/online) may be entitled to a 14-day cancellation period under the Consumer Contracts Regulations 2013.

7.2. If you request that work begins within

the cancellation period, you acknowledge that this right may not apply once installation has started.

7.3. If you cancel with less than 24 hours' notice, SC Audio and Security reserves the right to retain the deposit or charge up to 50% of the booking value.

8. Weather & Working Conditions

8.1. As many installations are carried out at the Customer's location, it is the Customer's responsibility to provide a suitable, safe, and dry working environment (e.g. a garage, carport, or undercover area) where possible.

8.2. SC Audio and Security will not be held liable for delays, incomplete work, or cancellations caused by unsuitable weather conditions, including but not

limited to rain, snow, high winds, or extreme cold.

8.3. Where adequate cover from adverse weather is not available, SC Audio and Security reserves the right to cancel or reschedule the appointment at our discretion.

8.4. If cancellation occurs due to weather, any deposit paid will be transferred to the rescheduled booking and will not be forfeited.

9. Data & Privacy

9.1. SC Audio and Security may collect customer information (e.g. name, address, vehicle details, contact information) solely for the purposes of providing services.

9.2. Data will be processed in accordance with our Privacy Policy and GDPR

requirements.

9.3. Where products require registration with third-party monitoring companies (e.g. Global Telemetrics), the Customer consents to their details being shared for this purpose.

10. Governing Law

10.1. These Terms are governed by and construed in accordance with the laws of England and Wales.

10.2. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Acceptance of Terms

By booking an installation with SC Audio and Security, the Customer confirms that they have read, understood, and agreed to these Terms & Conditions of Service.

Privacy Policy – SC Audio and Security

1. Introduction

This Privacy Policy explains how SC Audio and Security collects, uses, and protects your personal data in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

By using our services, you consent to the

practices described in this Policy.

2. Data We Collect

We may collect the following personal data when you contact us or use our services:

Name, address, email address, and telephone number.

Vehicle details (registration number, make, model, VIN).

Payment information (processed securely via approved providers; we do not store card details).

Installation details and service history.

Tracking/monitoring product information (where applicable).

3. How We Use Your Data

We use your data for the following purposes:

To provide installation and related services.

To contact you regarding bookings, updates, or aftercare.

To register security devices with third-party monitoring providers (e.g. Global Telemetrics).

To comply with legal or insurance

requirements.

For internal business administration, including record keeping and customer support.

4. Sharing of Data

We do not sell or share your personal data with third parties for marketing purposes.

We may share your data only with:

Third-party security/monitoring providers where required to activate your device.

Payment processors (for secure payment handling).

Insurers, law enforcement, or regulatory authorities if legally required.

5. Data Retention

We keep your personal data only for as long as necessary to fulfil the purposes for which it was collected, including legal, tax, and accounting requirements.

Customer and vehicle records are typically retained for 6 years after service completion.

Tracking product registration data may be retained in line with the third-party provider's policy.

6. Security of Data

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, alteration, disclosure, or destruction.

7. Your Rights

Under UK GDPR, you have the following rights:

Right to access your data.

Right to rectification of inaccurate data.

Right to erasure (“right to be forgotten”), subject to legal obligations.

Right to restrict or object to processing.

Right to data portability.

Right to complain to the Information Commissioner’s Office (ICO).

To exercise your rights, please contact us at [Insert Email].

8. Cookies & Website

If our website uses cookies or tracking tools, these will be explained in a separate Cookies Policy. Users will be informed

where cookies are in operation.

9. Updates to this Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated effective date.

10. Contact

For questions about this Privacy Policy or how your data is handled, please contact:

SC Audio and Security

Email: info@scaudiosecurity.com

Phone: 03337729119

