



DB PROJECTS

Established 1995

P.O. Box 44830
Linden 2104
356 Pretoria Avenue,
Ferndale, 2194

DB Projects and Agencies PTY (LTD)
Co reg no: 2019/354891/07
VAT No: 4240176737
www.guardreports.co.za

Phone 011 888 4982 • Fax 086 672 5782 • accounts@guardreports.co.za

Acknowledgment of receipt of Terms and Conditions

This serves to confirm that we _____ ID number
_____ and _____ ID
number _____ have received a copy of the new
terms and conditions from DB Projects and Agencies (PTY) LTD for all
Guard Monitoring solutions

The client:

Signed: _____
For: _____
Date: _____

Witness:

Signed: _____
For: _____
Date: _____

DB Projects and Agencies (PTY) LTD:

Signed: _____
For: _____
Date: _____



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Client Information Form: DB Projects and Agencies (PTY) LTD

REGISTERED NAME _____

CO. REGISTRATION NUMBER _____

VAT REGISTRATION NUMBER _____

TRADE NAME _____

STREET _____

SUBURB _____

TOWN _____

ACCOUNTS: _____

TEL: _____

EMAIL ADDRESS _____

PRICING:

SENTINEL: _____

GATEKEEPER: _____

VANGUARD: _____

IMBIZO : _____

OLCR (Online Control Room)	
YES	NO

DIRECTORS' / MEMBERS' / PARTNERS' / PROPRIETOR'S / TRUSTEES' INFORMATION: FULL NAME, I.D. NO., AND ADDRESS:

- _____
- _____
- _____
- _____



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Service Level Agreement Overview and Our Promise to you (General)

This represents terms and conditions of service between DB Projects and Agencies (PTY) LTD and our **Customers** for the provisioning of guard monitoring services and the repairs procedures.

- The **purpose** of this section is to ensure that the proper elements are in place to provide consistent service support and delivery to the Customer by DB Projects and Agencies (PTY) LTD
- The **objectives** of this section are to:
 - Provide clear reference to service accountability, and responsibilities.
 - Match perceptions of expected service with actual service, support & delivery
 - may limit the risk or liability of DB Projects and Agencies (PTY) LTD
 - make clear the risk or liability held by both parties
 - may compel you to indemnify DB Projects and Agencies (PTY) LTD
 - Serves as an acknowledgement, by you, as clear understanding of DB Projects and Agencies (PTY) LTD requirements and responsibilities

DB Projects and Agencies (PTY) LTD responsibilities:

- Manned telephone support from 07:00am to 16:30pm weekdays. Calls received out of office hours will be forwarded to a cellphone and best efforts will be made to answer / action the call
- Monitored email support. Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day. Response to emails within 1 working day of receipt
- Monthly contact with you by telephone or appointment by DB Projects and Agencies Management or Sales Representative.
- Down Times. A Maximum time of 48 hrs during the week and Maximum time of 72 hrs during the weekend for reported or detected faults. Equipment that is faulty within the bounds of control of DB Projects and Agencies (PTY) LTD for longer than these times will receive a **pro rata credit**.
- Full training will be given at the time of installation. Thereafter support will be available on an “as required” basis. In addition free access to the Sentinel School of Excellence by appointment.
- When you place an order for a new installation, you will be contacted within one working day to arrange installation date and time.

Customer responsibilities:

- Payment for all invoices are payable within 30 days from date of invoice.
- Reasonable availability of customer representative(s) when resolving a service related incident/s or request for new installation.
- Ensuring a secure environment for the equipment that is protected from any weather conditions with a stable mains power supply.
- The customer is responsible for the guard monitoring unit and associated components including batons, points and any computers supplied by DB Projects and Agencies (PTY) LTD while in the clients possession
- Any changes to client information or status should be communicated to DB Projects and Agencies (PTY) LTD via email with immediate effect.
- The customer will be held responsible for any loss, damaged or stolen DB Projects and Agencies (PTY) LTD equipment; the customer will be charged for full replacement value with prior notification

Customer Details:

Company Name / Trading Name: _____
 Company Registration number: _____
 Company Contact number: _____

Person accepting this agreement: _____
 Designation: _____
 ID Number: _____



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General Service Level Agreement

1. Fees and Charges

- As consideration for DB Projects and Agencies (PTY) LTD undertaking to provide the guard monitoring services to the customer, the customer shall pay DB Projects and Agencies (PTY) LTD monthly within 30 days of date of invoice.
- DB Projects and Agencies (PTY) LTD may from time to time increase the Monthly Service Fee upon at least one (1) calendar months' prior written notice to the customer.
- The client shall not be entitled to withhold payment of any amounts due under the agreement.
- Should the customer fail to pay any amount due in terms of this agreement on due date, DB Projects and Agencies (PTY) LTD shall be entitled to enforce our Debtors Policy (Clause 2)
- The customer agrees that should he or she cancel the agreement, then the whole balance in terms of this agreement shall become due and payable.
- The customer may, at DB Projects and Agencies (PTY) LTD discretion, be charged for any services rendered to the customer where such services have been requested by the customer and found that the equipment is deemed working by a accredited technician. This would include repairs arising from malicious damage or gross misuse of the equipment. The customer shall pay DB Projects and Agencies (PTY) LTD an amount determined in accordance with standard rates, determined from time to time, for any such services rendered.
- Should the customer qualify for the extra Online Control Room discount the following conditions will apply and be enforced:
 - Accounts will be payable within 30 days of date of invoice
 - ONLY Panic SMS Alerts will be sent, all other alerts will be sent to the Online Control Room

2. Debtors Policy

- Invoices will be raised on or around the 1st of each month, payment is due 30 days from date of invoice i.e.: 1st of the following month.
- Should an account fall into arrears at 30 days, contact will be made to resolve any queries.
- At 60 Days, a notice of upcoming suspension will be sent in an effort bring the account up to date
- Should this be unsuccessful at 67 days the system will be suspended and may incur a reconnection fee.
- Should account not be settled or payment arrangement be made, at 75 days the equipment will be collected
- At 90 days, the principle debt handed over for collection and any interest charge by the collection agency will be for the customer's account
- If systems are suspended or removed, the customer will remain liable for the cost of the unit within the suspended period as well as the remainder of the month when guard monitoring equipment is removed due to non payment

3. Exclusion of Liability

- The customer recognizes that DB Projects and Agencies (PTY) LTD is intended to reduce the risk of loss, but not eliminating such risk. DB Projects and Agencies (PTY) LTD will not be held liable for any loss or damage of what so ever nature caused to the customer in consequence of any act or omission by DB Projects and Agencies (PTY) LTD or any other failure by DB Projects and Agencies (PTY) LTD to perform the DB Projects and Agencies (PTY) LTD service pursuant to this agreement, including any negligence or gross negligence on the part of DB Projects and Agencies (PTY) LTD.
- The customer acknowledges that although GPRS communication network is used in providing the guard monitoring service, the suppliers of the GPRS Network are not party to this agreement, and shall not be liable for any loss or damage suffered by the customer in any manner whatsoever.
- These suppliers shall not be liable to the customer for any loss or damage suffered by the customer, whether direct, indirect or consequential, in the event that -
 - The network services are interrupted, suspended or terminated, for whatsoever reason; and/or
 - The Supplier fails to suspend the provisions of the network services to the customer in terms of the arrangement between DB Projects and Agencies (PTY) LTD and the customer and/or
 - Such damage of loss was caused by a negligent act or omission of the part of the supplier, its employees and its agents.



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- The client shall notify DB Projects and Agencies (PTY) LTD immediately when you become aware of the loss or theft of your guard monitoring equipment, which notification may, at DB Projects and Agencies (PTY) LTD discretion, be required to be confirmed in writing.
- Any loss, theft, damage or destruction of your guard monitoring equipment shall not affect your liability to continue to pay the fee to DB Projects and Agencies (PTY) LTD.

4. Ownership

- All equipment and Software rented to you from DB Projects and Agencies (PTY) LTD remains the property of DB Projects and Agencies (PTY) LTD and under no circumstances can be rented, sold, loaned or given to any third party without the express written permission of DB Projects and Agencies (PTY) LTD.
- All risk in and to the guard monitoring equipment which will include but not be limited to the loss, damage, accidental damage, liquid damage, theft and unauthorized use etc. shall pass to you as the client
- Should the equipment not be recovered or not returned in a good working condition, the client will be liable for the full replacement costs

5. Monitoring

- Each guard monitoring system is monitored by our servers in Johannesburg or Cape Town. All signals received are processed and where necessary an alert is sent to the guard's supervisor or control room as required. The information is then up-loaded to our Internet web site (www.guardreports.co.za) where it can be viewed at any time. At approximately 6:00 am our servers scan the data from the previous 24 hours and create summary
- DB Projects and Agencies (PTY) LTD may from time to time, by giving you advance notice where reasonably practicable and dependent on the circumstances, suspend the Services or disconnect you from our Network for a period to be determined by DB Projects and Agencies (PTY) LTD, in any one of the following circumstances –
 - During any technical failure, modification or maintenance of the Network; or
 - If you fail to comply with any of the terms and conditions of this Agreement

6. Duration

- DB Projects and Agencies (PTY) LTD does not require a signed contract to commence renting equipment to you. However, it is understood that should you accept and sign this document that there is a verbal agreement between yourselves and DB Projects and Agencies (PTY) LTD pertaining to the clauses mentioned in this document.
- This agreement will also cover any subsequent equipment rented to you.
- The duration of this agreement shall be for the entire period of use of DB Projects and Agencies (PTY) LTD guard monitoring equipment commencing on the date of first installation and thereafter shall continue indefinitely until terminated by either party by the giving of 1 (One) calendar months written notice of termination
- DB Projects and Agencies (PTY) LTD hold the right to charge installation and removal fees for any unit not in for a minimum period of 3 (Three) months.

By signing this document both parties accept the contents stated herein above

Signed at _____ on this _____ of _____ 20__

Full Name and Surname

Signature



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Vanguard Specific Terms and Conditions

- A maximum of 90mgs of data will allowed on each Vanguard unit per calendar month, any extra data that is used by the machine will be for the clients account
- This unit is WATER RESISTANT not WATER PROOF. ANY WATER DAMAGE TO THE UNIT WILL BE INVOICED TO THE CLIENT AND WILL BE FOR THE REPLACEMENT VALUE OF THE UNIT.
- If the flap over the battery charger is broken or not placed back on the correct place water WILL enter the unit and the replacement cost of the unit will be for the account of the client
- Vanguard is able to take photos however included in your monthly subscription is 20 free photos and any photos taken in excess of that will be charged to the account
- Any damages to the charging pad or charger will be investigated and if found to be malicious damage will be charged for the replacement value of the charger.
- Vanguard will be the only system that will be installed in outlying areas ie further than 80kms out of the city Centre, if the system does require any service it would be the responsibility of the client to bring the system to the offices in the City Centre where a certified technician will test the unit and either repair or replace the system and then it would again become the responsibility of the client to return the machine to site.
- All liability of the Vanguard unit lies with the client and is the responsibility of the client to safe guard the unit against water damage, theft or any damage whatsoever.
- All equipment and Software rented to you by DB Projects and Agencies (PTY) LTD remains the property of DB Projects and Agencies (PTY) LTD and under no circumstances can be rented, sold, loaned or given to any third party without the express written permission of DB Projects and Agencies (PTY) LTD.
- Excess charged at R1500.00 or 30% of repair costs excluding VAT
- Vanguard alerts will only be sent to the Online Control Room.
- Only PANIC SMS Alerts will be sent to a maximum of three number unless prior arrangements have been made
- DB Projects and Agencies (PTY) LTD Terms and Condition apply.

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Sentinel Active Specific Terms and Conditions

- The equipment must be properly installed in a safe environment protected from the weather that has a stable 240 Volt mains supply and is installed by an approved representative and such equipment is programmed, enabled and functioning to its manufacturers specifications.
- There also needs to be an adequate GPRS/GSM cellular network
- There will be no extra charges for installation, however DB Projects and Agencies (PTY) LTD reserves the right to charge for the installation should the system not be installed for the minimum 3 months.
- The customer undertakes to use the equipment and the Sentinel Active Service with the provisions that the equipment is used as intended. The customer shall not alter or modify the equipment in any way.
- Repairs arising from malicious damage or gross misuse of the equipment will be charged to your account at market related prices in accordance with our FREE insurance policy. All other repairs will be carried out free of charge.
- All risk of loss and damage in and to the equipment shall from the date of installation by a DB Projects and Agencies (PTY) LTD Representative be passed on to the customer.
- The customer shall within 48 (Forty-Eight) hours, advise DB Projects and Agencies (PTY) LTD in writing in the event of loss, damage or theft of the equipment or part thereof.
- Equipment that is lost, not returned at the end of the service period or damaged beyond repair will be charged to the customer's account at market related prices in accordance with the FREE insurance policy.
- DB Projects and Agencies (PTY) LTD reserves the right to charge a call out fee if excessively requested to sites that are found to be fully functional
- Sentinel Active will only be installed with a 80kms radius of a major city Centre
- *DB Projects and Agencies (PTY) LTD Terms and Condition apply.*

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Gatekeeper Specific Terms and Conditions

- The equipment must be properly installed in a safe environment protected from the weather that has a stable 240 Volt mains supply and is installed by an approved representative and such equipment is programmed, enabled and functioning to its manufacturers specifications.
- There also needs to be an adequate GPRS/GSM cellular network
- There will be no extra charges for installation, however DB Projects and Agencies (PTY) LTD reserves the right to charge for the installation should the system not be installed for the minimum 3 months.
- The customer undertakes to use the equipment and the Gatekeeper Service with the provisions that the equipment is used as intended. The customer shall not alter or modify the equipment in any way.
- Repairs arising from malicious damage or gross misuse of the equipment will be charged to your account at market related prices in accordance with our FREE insurance policy. All other repairs will be carried out free of charge.
- All risk of loss and damage in and to the equipment shall from the date of installation by a DB Projects and Agencies (PTY) LTD and Agencies Representative be passed on to the customer.
- The customer shall within 48 (Forty-Eight) hours, advise DB Projects and Agencies (PTY) LTD in writing in the event of loss, damage or theft of the equipment or part thereof.
- Equipment that is lost, not returned at the end of the service period or damaged beyond repair will be charged to the customer's account at market related prices in accordance with the FREE insurance policy.
- DB Projects and Agencies (PTY) LTD reserves the right to charge a call out fee if excessively requested to sites that are found to be fully functional
- Gatekeeper will only be installed with a 80kms radius of a major city Centre

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Full Name and Surname

Signature



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Imbizo Specific Terms and Conditions

- A maximum of 90mgs of data will allowed on each Imbizo unit per calendar month, any extra data that is used by the machine will be for the clients account
- Any damages to the charging pad or charger will be investigated and if found to be malicious damage will be charged for the replacement value of the charger.
- Imbizo can be installed in outlying areas ie further than 80kms out of the city Centre, if the system does require any service it would be the responsibility of the client to bring the system to the offices in the City Centre where a certified technician will test the unit and either repair or replace the system and then it would again become the responsibility of the client to return the machine to site.
- All liability of the Imbizo unit lies with the client and is the responsibility of the client to safe guard the unit against water damage, theft or any damage whatsoever.
- Repairs arising from malicious damage or gross misuse of the equipment will be charged to your account at market related prices in accordance with our insurance policy.
- All risk of loss and damage in and to the equipment shall from the date of installation by a DB Projects and Agencies (PTY) LTD Representative be passed on to the customer.
- The customer shall within 48 (Forty-Eight) hours, advise DB Projects and Agencies (PTY) LTD in writing in the event of loss, damage or theft of the equipment or part thereof.
- Excess charged at R1200.00 or 30% of repair costs
- All equipment and Software rented to you by DB Projects and Agencies (PTY) LTD remains the property of DB Projects and Agencies (PTY) LTD and under no circumstances can be rented, sold, loaned or given to any third party without the express written permission of DB Projects and Agencies (PTY) LTD.
- DB Projects and Agencies (PTY) LTD Terms and Condition apply.

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Guarding Products and GuardTrack

- All purchases made will be paid strictly COD or as per prior arrangement with DB Projects and Agencies (PTY) LTD
- All courier or transports costs will be for the clients account
- Any repairs will be sent to the office of DB Projects and Agencies (PTY) LTD unless arrangements are made with relevant sales representative
- DB Projects and Agencies (PTY) LTD reserves the right to charge a workshop fee on products out of warranty.
- Service Exchange item are refurbished and will hold a 6-month warranty on parts and workmanship
- All service exchange items will be subject to an exchange item. No service exchange items will be given unless the faulty equipment is returned on collection.
- Any NEW items bought from DB Projects and Agencies (PTY) LTD will hold a strict 12 Month warranty on parts and workmanship.
- Repairs arising from malicious damage or gross misuse of the equipment will be charged to your account at market related prices
- *DB Projects and Agencies (PTY) LTD and Agencies Terms and Condition apply.*

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Signed at _____ on this _____ of _____ 20__

Full Name and Surname

Signature