

RayFire Services Ltd

2A CAI Building, North Shields, Tyne and Wear, NE29 6DE

T: 0191 7316757 | E: service@rayfireservices.co.uk | W: rayfireservices.co.uk

Standard Terms & Conditions

1. Definitions & Scope

- 1.1 "Company" refers to RayFire Services Ltd.
- 1.2 "Client" refers to the party receiving our services.
- 1.3 "Services" include fire protection, alarm installations, maintenance, monitoring, training, and related engineering.
- 1.4 "Contract" covers the proposal, order acknowledgment, these Terms, and any specific Service Schedule.

2. Term, Renewal & Termination

- 2.1 Initial Term: The Initial Term of any service contract or agreement shall be as specified in the Order Schedule. Where no Initial Term is detailed, the default term shall be 12 months commencing from the date of written order acceptance.
- 2.2 Service Frequency: Service frequency must be stated in the Order Schedule. If unspecified, RayFire Services Ltd will carry out services in line with the minimum recommended intervals defined in the relevant British Standards.
- 2.3 Service Delivery Hours: Unless otherwise agreed in writing, all routine and contracted services will be delivered during normal working hours, defined as Monday to Friday, 9:00am to 5:00pm, excluding UK bank holidays and national public holidays.
- 2.4 Renewal: Upon expiry of the Initial Term, the agreement will automatically renew for successive 12-month periods, unless terminated by either party with no less than 90 days' written notice prior to renewal.
- 2.5 Early Termination: Should the Client terminate during the Initial Term without just cause, RayFire Services Ltd reserves the right to charge 75% of the remaining contract value as liquidated damages.

3. Fees, Payment Terms & Credit Control

- 3.1 Standard Payment Terms: Unless otherwise agreed in writing, all invoices issued by RayFire Services Ltd are payable on 30 days nett monthly terms.
- 3.2 Milestone Payments for Orders Over £10,000: A payment structure of 30% on order, 30% on delivery, and 40% on completion applies unless agreed otherwise.
- 3.3 Pro Forma Invoice Requirement for First Orders: Orders exceeding £500 for new customers require advance payment via pro forma invoice.

3.4 Credit Account Approval & Monitoring: Credit above £1,000 requires application and approval. Ongoing reviews are conducted every 6 months.

3.5 Deposit or Advance Payment at Company Discretion: May be requested based on credit risk or trading history.

3.6 Policy Reference: Operates alongside the Credit Control Policy for New Customer Onboarding (v1.0, effective 01/06/25).

3.7 Invoice Disputes: Disputes regarding invoices must be raised in writing no later than the due date of the invoice. Failure to raise a dispute within this period will be deemed as acceptance of the invoice as issued.

4. Installation

4.1 Materials & Quotation Scope: Installation works are based on the written quotation provided.

4.2 Cable Routing: Surface-mounted wiring is standard unless otherwise stated. Conduit Supplied must be clear and fitted with draw wires.

4.3 Electrical Supply Responsibility: The Client must provide 230V AC 50Hz mains points. For all main supplies, unless specifically agreed otherwise.

4.4 Delays Due to Power Unavailability: Failure to provide mains supply does not delay invoicing or reduce payment obligations.

5. Loss of Equipment & Insurance Responsibility

5.1 RayFire Services Ltd Responsibility During Installation: RayFire Services Ltd is responsible for tools and materials during active installation.

5.2 Client Responsibility Post-Delivery: Responsibility transfers to the Client upon delivery or completion certification.

5.3 Risk Transfer Point: Risk passes to the Client at delivery or upon sign-off of installation.

5.4 Insurance Requirement: Clients must insure the equipment from risk transfer.

5.5 Loss or Damage Recovery: RayFire Services Ltd reserves the right to invoice at full market rate for damaged or lost equipment.

6. Aborted Visits & Invoice Disputes

6.1 Aborted Visits: An aborted visit refers to any scheduled appointment that cannot occur due to circumstances outside of our control, including but not limited to weather conditions, access restrictions, transportation strikes, or emergency situations.

6.2 Chargeable Fees: In the event of an aborted visit or significant delay caused by such circumstances, RayFire Services Ltd reserves the right to charge a reasonable fee reflective of the costs incurred due to the missed or rescheduled appointment.

6.3 Invoice Disputes: Disputes regarding invoices must be raised in writing no later than the due date of the invoice. Failure to raise a dispute within this period will be deemed as acceptance of the invoice as issued.