



## Residential Premises - Terms and conditions

If you are buying Maintenance and/ or Monitoring Services you should note you have a minimum obligation and limited ability to cancel. Note in particular clauses 8.10 and 13.5.

### 1. These terms and conditions

1.1 These are our terms and conditions on which we supply, install and maintain and provide ongoing monitoring services to you for our security products.

1.2 Please read these terms and conditions carefully before you submit your order or sign or return a contract to us. These terms tell you who we are, how we provide Products and Services to you, how you and we may end the contract, your rights and what to do if there is a problem.

### 2. Who are we?

2.1 These terms apply to purchases from Black Box Security Alarm Systems Ltd., registered in England and Wales with company number 02481608 whose registered office is at 1A Chorley North Industrial Park, Drumhead Road, Chorley, Lancashire, PR6 7BX and Electronic Security Installations LTD registered in England and Wales with company number 05328060 whose registered address is Crown House Bingswood Trading Estate, Whaley Bridge, High Peak, England SK23 7LY "Company" "we" "us". The company your contract is with is identified on your quotation.

2.2 If you have any question, feedback or complaints about the Products and/or Services, please contact us:

- (a) In writing, addressed to David Barnes (Managing Director), 1A Chorley North Industrial Park, Drumhead Road, Chorley, Lancashire, PR6 7BX.
- (b) By email, addressed to [david.barnes@blackboxsecurity.co.uk](mailto:david.barnes@blackboxsecurity.co.uk)
- (c) By contacting us by telephone on 01772 421129
- (d) All complaints are handled in accordance with our complaints handling policy and procedure, available from our website [www.blackboxsecurity.co.uk](http://www.blackboxsecurity.co.uk)

### 3. Definitions and Interpretation

3.1 To make these terms and conditions clearer we have created defined terms which are capitalised throughout these terms and conditions and given them the following meanings:

"Acknowledgment of Order" means our written acceptance of your order.

"Commissioning" has the meaning given to it in clause 5.4.

"Corrective Maintenance" means the investigation and repair of faults reported by you including false alarms from the any of the System(s).

"Monitoring Services" means the services we provide in carrying out remote monitoring of your Property.

"Preventative Maintenance" means the routine inspection and testing of the System to ensure they continue to function in accordance with the contract between you and us.

"Maintenance Services" means the Preventative and Corrective Maintenance Services as set out in the Service Level Agreement.

"Monitoring Services" means remote monitoring of the System as set out in the Service Level Agreement.

"Products" means the goods we supply under the contract between us and you.

"Services" means the Installation Services, the Maintenance Services, the Monitoring Services and other services that we provide to you to as part of the contract between us and you.

"Service Level Agreement" means our service level agreement for Monitoring Services as available on our website [www.blackboxsecurity.co.uk](http://www.blackboxsecurity.co.uk) or [www.esi-alarms.co.uk](http://www.esi-alarms.co.uk) (as applicable) from time to time

"Start Date" means the date upon which we have agreed to start providing our Services to you.

"Statutory Requirements" any statute, statutory instrument, regulation, rule or order made under any statute or directive having the force of law which affects the contract between you and us or performance of any obligations under the contract between you and us and any regulation or byelaw of any local authority or statutory undertaker which has any jurisdiction with regard to the Services or with whose systems they are, or are to be, connected.

"System(s)" means the details of the system we are installing or servicing for you as set out in the contract between us or if you have not returned a contract our Acknowledgement of Order.

"Total Installation Cost" has the meaning given to it in the contract between us or if you have not returned a contract our Acknowledgement of Order.

3.2 Each reference in these terms and conditions to "writing", and any similar expression, includes hand delivered, posted and electronic communications whether sent by e-mail, text message, or other means.

3.3 Each reference to a statute or provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time.

### 4. Our contract with you

4.1 A contract will come into existence between us and you when you sign or return a contract to us indicating your agreement or when we send you an Order Acknowledgement in response to your order for our Products or Services, whichever is earlier.

4.2 Details of what you have ordered are set out in the contract you have signed or returned to us or, if you have not done this, in our Acknowledgment of Order. You must make sure that the details of what you have ordered are accurate.

## INSTALLATIONS

### 5. Commencement and Completion

5.1 Any times, dates or durations stated for performance of the Installation Services are estimates only and, time for performance of the Installation Services or delivery of the Products is not of the essence. We will use reasonable endeavours to perform by the time, date or duration quoted.

5.2 If you ask us to change the Start Date for installation of the System:

- (a) We will where reasonably possible agree a revised Start Date with you; and
- (b) If it is not possible to agree a revised Start Date either you or we may cancel the contract between you and us and the charges set out in clause 13.4 will apply.

5.3 If we ask you to change the Start Date, you may either:

- (a) agree a revised Start Date with us; or
- (b) cancel the contract between you and us in which case we will provide you with a full refund.

5.4 When we have completed installation of the System(s), we will notify you and ask you to attend the commissioning /testing of the System(s) and provided the System is found to be satisfactory we will issue you with a certificate to say so (**Commissioning**). If you do not attend the testing of the System, we will Commission the System in your absence if we find it to be satisfactory. We may Commission the System notwithstanding any minor omissions or defects which do not materially affect its use. If we do this we will arrange with you to put these right within a reasonable time.

5.5 If, there is a problem with the System once we have Commissioned it you should inform us as soon as is reasonably possible. We will then investigate the problem and use reasonable efforts to remedy problems within a reasonable timescale.

5.6 We will not charge you for remedying problems where the problems have been caused by us or where nobody is at fault. If we determine that a problem has been caused by incorrect or incomplete information, improper use, lack of maintenance, wilful or negligent act or omission on



your part or someone else's or action provided or taken by you or someone else, we may charge you a reasonable amount for remedial work, which we will agree with you before carrying it out. We will carry out such work in accordance with these terms.

## 6. Changing your requirements

6.1 If you change your requirements before we have Commissioned the System you must tell us as soon as possible. We will provide a revised price setting out the details of any additional work. If you agree to it, then the System and Total Installation Cost will be amended accordingly. If you do not agree to it then you can cancel the contract between you and us, but we will be entitled to charge you for Services already provided and Products already installed.

## 7. Our Obligations

7.1 Where design of the System, whether in part or in whole, is an express requirement of the contract between you and us, we shall use reasonable skill, care, and diligence to complete the design of the System(s) including the selection of any specifications of Products.

7.2 We do not warrant or undertake that any design will comply with 'Secured by Design' or any other similar scheme whether promoted by the National Police Chiefs Council (NPCC) or otherwise. We, at our sole discretion, reserve the right to use or follow any guidance, criteria, principal, standard or specification in any part of its design without achieving overall compliance with any recommendations or requirements of the scheme. We are not a member of 'Secured by Design' scheme.

7.3 We shall not be responsible for verifying the adequacy of any design or information contained in any document or drawing supplied by you or any third party to us.

7.4 We shall provide Products for the System(s) of the standard and description stated in the contract between us, our proposal document and in accordance with the law.

7.5 We shall provide all labour, materials and plant required to carry out and complete the Installation Services except for the items you will provide set out in Schedule 1, which you shall provide free of charge to us.

7.6 We shall only install Products supplied/ purchased by us.

### 7.7 Ownership and Risk

7.8 You will own the Products on the earlier of: them becoming permanently affixed to your property, and ii) once we have received payment of the Total Installation Cost in full.

7.9 You become responsible for the Products once they have been permanently fixed to the Property.

## 8. Changing the Start Date

8.1 If you ask us to change the Start Date for installation of the System:

- (a) We will where reasonably possible agree a revised Start Date with you; and
- (b) If it is not possible to agree a revised Start Date either you or we may cancel the contract between you and us and then the charges set out in clause 13.4 will apply.

8.2 If we ask you to change the Start Date, you may either:

- (a) agree a revised Start Date with us; or
- (b) cancel the contract between you and us in which case we will provide you with a full refund.

## MAINTENANCE AND/ OR MONITORING SERVICES

8.3 We are obliged to provide Maintenance and/ or Monitoring Services only if our Acknowledgment of Order or the contract between you and us says that we will.

8.4 If you have purchased Preventative Maintenance Services, we will attend the Property to carry out Preventative Maintenance in accordance with the Service Level Agreement. The Services provided depends on the level of service you have requested. The yearly maintenance charges do not include the cost of Corrective Maintenance works, which we will bill separately.

8.5 If you have purchased Monitoring Services, we will provide the Monitoring Services to you in accordance with our Service Level Agreement. The Services provided depends on the level of service you have requested.

8.6 If our costs in providing Preventative Maintenance/ Monitoring Services increase for reasons beyond our reasonable control, we may increase the annual maintenance/ monitoring charges for the following year of cover by notifying you. If we do this you may cancel the relevant Services by notifying us that you wish to do so any time before the beginning of the next year of the contract.

8.7 Remedial works and upgrades to the System are not covered by the Maintenance Services and we will charge you for them, after you have agreed the price, following which these terms will apply to the work. Such work may include the following: additional System requirements; replacement of parts of the System(s) (including batteries); upgrading or re-programming of the System(s) software; additional works to the System whether to address deficiencies in the initial installation (if the System was not installed by us).

8.8 We will carry out Maintenance and/ or Monitoring Services in accordance with the relevant British / European Standards and / or Industry Standards in force at the time the maintenance is carried out by us or the standard applicable at the time of original commissioning.

8.9 We shall carry out Maintenance Services during normal business hours (any week day which is not a public holiday between the hours of 9.00am to 5.00pm). If you cannot allow us access to your Property to carry out Maintenance Services during normal business hours, we recover from you all additional costs we incur as a result.

**8.10 When you agree to Maintenance and/ or Monitoring Services, you agree to a fixed 3-year term with limited cancellation rights. Upon expiry of the fixed 3-year term, the maintenance contract shall automatically renew for a further 3 years unless you or we notify each other in writing of the intention to cancel at least 3 months before the end of the fixed term or any subsequent renewal period. You may also terminate after the first year in response to a price increase we propose and we will not charge you for doing so. You do have the right to terminate the Maintenance and/ or Monitoring Services at other times but doing so may mean we have to charge you. See clause 13.5 for further details.**

## GENERAL

### 9. Payment of price and VAT

9.1 The price of our Products or Services is set out in the contract between us and/ or our Acknowledgement of Order, or, if we have contacted you to renew Maintenance and/ or Monitoring Services, the prices set out in our communication to you.

9.2 The price provided does not include VAT. This will be added onto the value at the appropriate rate when the invoice is raised.

9.3 **For installations**, we will invoice you for the Deposit when we receive the contract or issue our Acknowledgement of Order, whichever is sooner, and we will invoice the balance of the Total Installation Cost when we complete the Installation Services.

9.4 **Maintenance and Monitoring Services.** We will invoice you yearly in advance. The price is fixed for the first year, after which we may propose reasonable price increases to cover our increased costs (if any) in providing these services. You have the right to end the contract for Maintenance and Monitoring Services if you do not agree to proposed price increases.

9.5 Invoices are due within 7 days of receipt.

9.6 We accept the following methods of payment:

- (a) Credit / Debit Card
- (b) Cash
- (c) Cheque
- (d) Bank Transfer
- (e) Via our website

9.7 If you do not pay an invoice by the due date we may charge you interest on the overdue sum at the rate of 2% above the base rate of The Royal Bank of Scotland from time to time until payment in full is made. Interest will accrue daily from the due date until the actual date of payment, whether before or after judgment.

9.8 If you have promptly contacted us to dispute an invoice in good faith, we will not charge interest while such a dispute is ongoing but you may withhold payment only of disputed amounts

### 10. Providing our Services

10.1 We will provide the Services using reasonable care and skill in a good and workmanlike manner and to a reasonable standard which is consistent with best trade practice.

10.2 We will comply with all relevant codes of practice and Statutory Requirements in performing our obligations under our contract with you.

10.3 We will at all times hold



- (a) a valid employer and public liability insurance policy for death or injury to people and damage to property.
- (b) 'All risk' insurance to cover both us and you for the full costs of damage to the work and to unfixed Products which are at the Property before being installed.
- (c) and keep up to date any and all licences or permits we need in order to perform our obligations under this Agreement.

**11. Your Obligations**

- 11.1 You shall provide sufficient access to your property to allow us to perform our obligations under our contract with you;
- 11.2 You shall not hinder or prevent us, whether by something you do or fail to do, from performing our obligations under this Agreement.
- 11.3 You are responsible for ensuring the System meets with any requirement of your insurance company.
- 11.4 If any consents, licences or other permissions are needed from any third parties such as landlords, planning authorities, local authorities or similar, you are responsible for obtaining them and you confirm and promise that you have applied for and obtained all such consents, licences or other permissions before the Start Date.
- 11.5 You must give us at least 48 hours' notice if you do not require us to provide the Services on a particular day or at a particular time. We will not invoice you for cancelled visits to your property provided such notice is given. If less than 24 hours' notice is given, we may invoice you for our net costs incurred as a result of the cancellation.
- 11.6 You are responsible for ensuring that the Property is free of asbestos. If we discover asbestos during a visit to your property, we will be entitled to suspend performance of our Services immediately. We may provide you with a new price to accept or cancel the contract. If we cancel, you must compensate us for our reasonable losses and for Services provided and any Products already installed up until cancellation.

**12. Summary of your legal rights and warranty.**

- 12.1 We are under a legal duty to supply Products and Services that conform with the contract between us and you. The following is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizen's Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.:
  - (a) **Products.** The Products must be as described, fit for purpose and of satisfactory quality, During the expected life of the Products your legal rights entitle you to the following
    - (i) **Up to 30 days:** if the Products are faulty you can get a refund immediately. This does not apply if the defect arises as a result of incorrect installation (see Service rights below).
    - (ii) **Up to 6 months:** if the Products cannot be repaired or replaced then you are usually entitled to a full refund.
    - (iii) **Up to 6 years:** if the Products don't last a reasonable amount of time, you may be entitled to some money back.
  - (b) **Services.**
    - (i) You have a right for us to install the Products correctly and generally to provide our Services with reasonable care and skill or get some money back if we can't fix it.
    - (ii) If you haven't agreed a price upfront, what you are asked to pay must be reasonable.
    - (iii) If you haven't agreed a time upfront, it must be carried out within a reasonable time.
- 12.2 We warrant that we will carry out the Installation Services in a good and workman manner and the Products will be free from material defects for a period of 12 months following Commissioning. This warranty is in addition to your legal rights as a consumer. This warranty is not valid if you or someone else has modified the System.
- 12.3 We may recover our reasonable costs incurred as a result of attending the Property to rectify a defect for which we are not obliged to remedy free of charge under the contract between us or at law whether or not that was apparent at the time you notify us of the defect.
- 13. Your Rights to End the contract between you and us**
- 13.1 **Your right to change your mind.** For most products bought off-premises you have the right to change your mind within 14 days and receive a refund. If the right to cancel applies you may cancel the contract between us free of charge without given any reason.

**Services.** You can cancel up to 14 days after the date upon which the contract between you and us is made but you cannot cancel services we have completed even if the cooling off period is still running. If you want us to start providing the Services to you within the 14 day cooling off period you must tell us. If you cancel Services we have not completed having asked us to start providing them in the cooling off period then we will charge you for Services provided up to that date and for the use of any Products provided and for goods that cannot be removed without damaging them.

**Cancellation in the Cooling Off Period.** If you wish to cancel the contract between you and us within the cooling off period, you should inform us immediately in writing. You may use the Model Cancellation Form provided in Schedule 2, but you do not have to.

**Cancellation before the Start Date.** In addition to your rights set out above you may cancel the contract between you and us at any time before the Start Date. However, if you cancel less than 28 days before the Start Date, we may incur costs and charge you for them as follows:

Days before Start Date	Cost to Cancel
28	Free of charge
Less than 28 days	Our reasonable losses*

For Installations, if our losses are more than the Deposit, we will invoice you for the balance.

**Cancelling a contract before it is completed.** If you end the contract after the Start Date but before it is completed, you may have to pay us cancellation charges. The contract is completed when we have finished providing the Services to you and you have paid for them. This means that when you have agreed a **three year Maintenance Services contract**, the contract is completed at the end of **three years**. If you want to end a contract for **Services** before it is completed where we are not at fault and the cooling off period has expired, you should contact us. The contract between you and us will end on the date we receive your notice unless it is for Maintenance Services or Monitoring Services. You may cancel Maintenance and/ or Monitoring Services by giving us three months' notice after the first 12 months of the contract. In all cases we will refund any sums paid by you on a pro rata basis, but we may deduct (or charge you for) cancellation charges based on work we have already undertaken, products that cannot be removed without damaging them and/ or for costs we have already incurred to compensate us for the net costs we will incur as a result of the cancellation.

**Ending the contract between you and us because of something we have done.** If you are ending the contract for a reason set out below the contract will end immediately and we will refund you in full for any payments, you have made for Products and/ or Services that we have not provided. In these circumstances you may also be entitled to compensation.

- (a) we have told you about a change to the Products or Services or these terms and you do not agree with it;
- (b) we have told you about an error in the price or description of Products or Services you have asked us to provide, and you do not want to go ahead; or
- (c) there is a risk that the Products or Installation Services may be significantly delayed because of event outside our control.

**Our right to end the contract between you and us.** We may need to terminate the contract before the Start Date due to the unavailability of required personnel or materials, or due to the occurrence of an event outside of our reasonable control. If such cancellation is necessary, we will inform you as soon as is reasonably possible and issue you with a full refund.

**We may end the contract between you and us if you break it.** We may end the contract at any time by writing to you if:

- (a) You fail to make a payment on time, and you do not correct the matter within 7 days of us reminding you that payment is due.
- (b) You prevent us or obstruct us from carrying out the Services or to allow us access to your property to provide the Services;
- (c) You do not, within a reasonable time, allow us to deliver the Products to you;
- (d) You have breached the contract in any material way and have failed to remedy that breach within 14 days of us asking you in writing to do so; or



- (e) We have been unable to provide the Services for more than 4 weeks due to an event outside of our control.

13.10 **You must compensate us if you break the contract between you and us.** If we end the contract for one of the reasons set out in clause 13.9(a)-13.9(d) above, If at the termination date you have made any advance payments for Products or Services we have not provided we will refund you but we may deduct or charge you a reasonable sum for the net costs we will incur as a result of your breaking the contract between you and us..

13.11 **Refunds.** We will refund money using the same method used to make the payment. In any case, you will not incur any fees as a result of the refund. We process all refunds within 14 days.

#### 14. Effects of Termination

14.1 If the contract between us is terminated for any reason, any clauses which, either expressly or by their nature, relate to the period after the expiry or termination will remain in full force and effect.

14.2 Termination will not remove or reduce any right to damages or other remedy which either you or we may have in respect of any breach of the contract which exist at or before the date of termination.

#### 15. Events Outside of Our Control

15.1 We will not be liable for any failure or delay in performing our obligations under the contract where the failure or delay results from any cause that is beyond our reasonable control. We will tell you as soon as possible to tell you if an event beyond our contract stops us from performing our obligations under the contract and will take steps to minimise their effects. Provided we do this we will not be liable for delays or our lack of performance caused by an event like this but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any Products or Services you have paid for but not received.

#### 16. Our liability to you

16.1 We will maintain suitable and valid insurance including public liability insurance.

16.2 Subject to the following provisions of this Clause 16, we will be responsible for any foreseeable loss or damage that you may suffer because of our breach of the contract between you and us or as a result of our negligence. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process. We will not be responsible for any loss or damage that is not foreseeable.

16.3 If we cause any damage to the Property, we will make good that damage at no additional cost to you. However, we are not responsible for any pre-existing faults or damage in or to your Property that we may discover while providing the Services.

16.4 We provide Services for domestic and private purposes only. We make no warranty or representation that any Services are fit for commercial, business, re-sale or industrial purposes of any kind. We will not be liable to you for any loss of profit, loss of business, interruption to business or for any loss of business opportunity.

16.5 We will use reasonable endeavours to provide the Services to you according to the dates agreed but such dates and timeframes are provided for guidance only. We do not guarantee that we will perform the Services will be performed or completed by or within those or any other dates or timeframes. For the purposes of the Agreement, time shall not be of the essence and we will not be liable for any loss or damage you suffer as a result of the delivery of any of the Services being delayed or postponed for any reason.

16.6 We will not be liable for any loss or damage you suffer which results from your failure to follow any reasonable instructions given by us.

16.7 Nothing in the contract between you and us is intended to or will limit or exclude our liability when it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the Products and Services as set out in clause 12 Data Protection

We will process your personal data as set out in our privacy notice, which you can find on our website at [www.blackboxsecurity.co.uk/privacy/](http://www.blackboxsecurity.co.uk/privacy/).

#### 17. Other Important Terms

17.1 **Transfer of rights.** We may transfer our obligations and rights under the contract between you and us to a third party or sub-contractor (for whose performance under the Contract we will remain responsible). If this occurs, we will inform you in writing. Your rights under the contract will not be affected and our obligations under the contract will be transferred to the third party who will remain bound by them. You may not transfer your obligations and rights under the contract to another person without our express written permission (such permission not to be unreasonably withheld).

17.2 **Third party rights.** The agreement is between you and us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of the contract between you and us.

17.3 **If a court finds part of our contract illegal, the rest continues in force** If any provision of the contract between you and us is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of the contract and the remainder of the provision in question will not be affected.

17.4 **If we delay in enforcing this contract, we can still enforce it later.** If we or you do not insist immediately that you do anything you or you are required to do under these terms, or if we or you delay in taking steps against you in respect of your breaking this contract, that will not mean that we or you do not have to do those things and it will not prevent you or us taking steps against you or us at a later date.

17.5 **Notices under the contract.** A notice or other document may be served in writing by any effective means including by email. Valid email addresses to which notices or other documents can be sent are those notified by the parties to each other. A notice or other document is deemed to be received on the next business day after it has been sent. A business day excludes Saturdays, Sundays and public holidays. Documents attached to emails must be in Microsoft Word, Excel, Portable Document Format (PDF) or as specified in our Acknowledgement of Order All drawings issued electronically (by email or otherwise) by you must be in either pdf, DWG or DWF formats. Documents or drawings attached to emails in any other format are deemed not to have been received.

17.6 **Alternative dispute resolution** Alternative dispute resolution. Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to the National Security Inspectorate (NSI) using their website [www.nsi.org.uk](http://www.nsi.org.uk). NSI will not charge you for making a complaint and if you are not satisfied with the outcome, you can still bring legal proceedings]

17.7 **Law and jurisdiction.** These terms and conditions, the contract between you and us and the relationship between you and us (whether contractual or otherwise) shall be governed by and construed in accordance with the law of England & Wales. As a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Any dispute, controversy, proceedings or claim between you and us relating to these terms and conditions, the contract between you and us, or the relationship between you and us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.



**SCHEDULE 1 – OBLIGATIONS OF THE PARTIES AT YOUR PROPERTY**

Item	You to provide	Us to provide
Temporary Electricity Supply;	✓	X
Permanent Electricity Supply; 230-volt AC power (required for testing and commissioning)	✓	X
Telephone lines installed, commissioned and fully working	✓	X
Complete IT infrastructure including (but not limited to) data outlets, switches, IP addresses etc. all fully commissioned and working	✓	X
Task lighting	X	✓
Clear working area	✓	X
Dealing with asbestos	✓	X
Protection of all surrounding equipment, floors, furnishings, external areas etc during installation	✓	X
Protection and responsibility of the Company's works until Commissioning	✓	X
Security	✓	X
Building work you need to complete before we can provide our Services	✓	X
Redecoration/ making good of damage to decor after fitting of alarms if required	✓	X

Note: the above reflects our standard and is overridden by statements to the contrary in our written proposal to you.

**SCHEDULE 2 – MODEL CANCELLATION FORM**

To David Barnes (Managing Director) to the Company at the address given in clause 2.1

Or by email, addressed to [david.barnes@blackboxsecurity.co.uk](mailto:david.barnes@blackboxsecurity.co.uk)

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods [\*]/for the supply of the following service [\*],  
Ordered on [\*/received on [\*],

Name of consumer(s),  
Address of consumer(s),  
Signature of consumer(s) (only if this form is notified on paper),  
Date

[\*] Delete as appropriate