

## ENGAGEMENT & CANCELLATION POLICY

### Part 1 – Contractual Engagement

- 1.1 To accept and engaged to a contract with the Company is to fulfill at least one of the following:-
- 1.1.2 Written Note / Signed and return Contract section of the Quote/Project via email to [service@knightsbridgesc.com](mailto:service@knightsbridgesc.com) or directly to your preferred point of contact's email.
- 1.1.3 Full/Part/Deposit payment of invoice/s issued against the Quote/Project
- 1.1.4 Work Order issued from Client
- 1.2 All contract has a Cooling Off Period of fourteen (14) days, free from any cancellation fees and charges obligations (Conditions apply)

### Part 2 – Cancellation Policy

#### Project Contract

- 2.1 Cancellation within Cooling off Period (see 1.2):-
- 2.1.1 Refund on Project Deposit Payment will be calculated based on chargeable items (2.1.2 a - e)
- 2.1.2 Chargeable Items:-
- a) Cancellation Fees and Charges apply (see 3.1)
  - b) All un-returnable (as per supplier) pre-ordered equipment is chargeable to the Client
  - c) All pre-programmed equipment is chargeable to the Client
  - d) All pre-cabing works is chargeable to the Client:- (i) Cable equipment; (ii) All Labour component: installation and reversal of work
  - e) All Labour work component is chargeable to the Client such as: Installation of equipment, Reversal of work; Pre-programming of equipment etc.
- 2.2 Cancellation outside Cooling off Period (see 1.2):-
- 2.2.1 The site will be charged a lump sum amount of up to fifty percent (50%) of its contractual obligations (Per-Contract-Agreement)
- 2.2.2 Other chargeable Items:-
- f) Cancellation Fees and Charges apply (see 3.1)
  - g) All un-returnable pre-ordered equipment is chargeable to the Client
  - h) All pre-programmed equipment is chargeable to the Client
  - i) All pre-cabing works is chargeable to the Client:- (i) Cable equipment; (ii) All Labour component: installation and reversal of work
  - j) All Labour work component is chargeable to the Client such as: Installation of equipment, Reversal of work; Pre-programming of equipment etc.

#### Annual Preventative Maintenance Contract

You can cancel your Annual Preventative Maintenance Contract any time via written notice to [service@knightsbridgesc.com](mailto:service@knightsbridgesc.com) or directly to your preferred point of contact.

- 2.3 Cancellation within Cooling off Period (see 1.2):-
- 2.3.1 Full refund on invoice pre-paid
- 2.3.2 Cancellation Fees and Charges do not apply
- 2.4 Cancellation outside Cooling off Period (see 1.2):-
- 2.4.1 Cancellation Fees and Charges applies (see 3.1)
- 2.4.2 The site will be charged a lump sum amount of fifty percent (50%) of its remaining contractual obligations.
- 2.4.3 The site will be serviced until the end of the month the written cancellation notice is served/received.
- 2.5 Cancellation outside Contract
- 2.6

#### Monitoring Services Contract

You can cancel your Annual Preventative Maintenance Contract any time via written notice to [service@knightsbridgesc.com](mailto:service@knightsbridgesc.com) or directly to your preferred point of contact.

- 2.7 Cancellation within Cooling off Period (see 1.2):-
- 2.7.1 Full refund on invoice pre-paid
- 2.7.2 Cancellation Fees and Charges do not apply
- 2.8 Cancellation outside Cooling off Period (see 1.2):-
- 2.8.1 Cancellation Fees and Charges applies (see 3.1)
- 2.8.2 The site will be charged a lump sum amount of fifty percent (50%) of its remaining contractual obligations.
- 2.8.3 The site will be monitored until the end of the month the written cancellation notice is served/received.

### Part 3 – Cancellation Fees and Charges

- 3.1 **Cancellation Fees and Charges:**
- |                       |             |
|-----------------------|-------------|
| Administration Fee:   | \$110 + GST |
| Breaking of Contract: | \$220 + GST |