

ELINK SECURITY SYSTEMS

ELS Terms & Conditions

Elink Security Systems Ltd provides parts replacement warranty for **one year** from the date of activation of its CCTV systems or components. In addition, you have the option(s) to have an annual Maintenance Agreement signed that will follow additional terms of maintenance and support. The terms and conditions governing the Elink Security Systems, one year parts warranty support obligations for the Elink Security Systems are as follows:

Services

During the term of this Agreement (**1 Year**):

- Elink Security Systems shall provide the authorized documentation of the Elink Security System with information of all New CCTV components in the form of completion report.
- Elink Security Systems shall provide telephone support between normal business hours.
- Elink Security Systems shall also provide such other Maintenance Services, as it deems reasonably necessary to cause the Elink Security System to perform materially in accordance with the then current Documentation provided that you install all updates, modifications, and corrections provided by Elink Security Systems and that your use of the Elink Security System is in accordance with this Agreement and the Documentation. Elink Security Systems shall use its reasonable efforts to rectify any problems in the functioning of the Elink Security System that you bring to the attention of Elink Security Systems, if Elink Security Systems is able to confirm that such problems or defect exist through independent testing and are not as a result of any accidental/intentional mishap.
- When notifying Elink Security Systems of a problem in the Elink Security System, you must provide Elink Security Systems with an example of the problem, the context in which it was encountered, a description of the system configuration, and the steps necessary to generate or reproduce the same problem.
- If requested by Elink Security Systems, you shall permit Elink Security Systems or its representative's full access to the installed Elink Security System and the system on which it is installed during working hours so that Elink Security Systems can carry out its obligations under this Agreement.
- During initial 1 year parts warranty or subsequent agreement, Elink Security Systems may ping the system for its performance monitoring from time to time.

Warranties

- Elink Security Systems represents that each Elink Security Systems employee assigned to perform services under this Agreement possess the skills and training necessary to be able to perform such services in a competent and professional manner.
- One year parts warranty is exclusive subject to call out charges depending upon location of system sites. Elink security systems disclaims all other warranties, express, implied or statutory, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement. Elink security systems will not be liable to anyone for any loss of data resulting from or relating to Elink security systems services or the Elink security system.
- In no event will Elink security systems be liable to you for any indirect, incidental, special, or consequential damages or loss of profits arising out of or related to this agreement, the services provided by Elink security systems, or the product, even if Elink security systems has been advised of the possibility or knew of or should have known thereof. Elink security systems' total liability hereunder, if any, will in no event exceed the total amount paid to Elink security systems for installed system under this agreement.