

## \*N.O.D Locksmiths Terms and Conditions\*

### \*Definitions\*

In these Conditions, the following terms have the following meanings:

\*"Customer"\* means the person or entity that engages N.O.D Locksmiths to provide Locksmith services.

\*"Locksmith Services"\* means any services provided by N.O.D Locksmiths, including but not limited to, lock installation, key cutting, lock repair, and lockouts.

\*"No Call-Out Fee"\* means that there is no charge for N.O.D Locksmiths to visit the Customer's premises for a free no-obligation quote.

\*"Cancellation Fee"\* means that a fee of £59.99 will be charged if the Customer cancels the booking after the Locksmith has been dispatched.

"On-Site" means that the Locksmith will travel to the Customer's premises to provide the Locksmith Services.

\*"Required Payment"\* means that the Customer is obliged to pay for the Locksmith Services once the Locksmith has completed the work on the Customer's premises, unless there is an alternative agreement in place.

### \*1. Scope of Application\*

These Terms and Conditions apply to all Locksmith Services provided by N.O.D Locksmiths to the Customer.

### \*2. Free No-obligation On-Site\*

N.O.D Locksmiths will provide a free no-obligation on-site visit to the Customer's premises to assess the work required and provide a quote.

### \*3. Cancellation Fee\*

If the Customer cancels the booking after the Locksmith has been dispatched, a cancellation fee of £59.99 will be charged.

### \*4. Call-Out Fee\*

There is no charge for N.O.D Locksmiths to visit the Customer's premises for a free no-obligation quote.

### \*5. On-Site Work\*

Once the Locksmith has arrived at the Customer's premises, the Customer will be provided with a detailed breakdown of the costs for the Locksmith Services. The Customer is required to pay for the work once the Locksmith has completed the work on the Customer's premises, unless there is an alternative agreement in place.

### \*6. Payment\*

Payment for the Locksmith Services is to be made to the engineer using the company payment processor upon completion of the work.

### \*7. Warranties\*

N.O.D Locksmiths warrants that the Locksmith Services will be provided with reasonable care and skill. N.O.D Locksmiths further warrants that the Locksmith Services will meet the specifications set out in the quote. Our warranty is 12 months from the date of installation on all work done by us.

### \*8. Liability\*

N.O.D Locksmiths accepts no liability for any loss or damage to the Customer's property or any third party property, unless such loss or damage is directly attributable to the negligence of N.O.D Locksmiths.

**\*9. Indemnification\***

The Customer agrees to indemnify and hold harmless N.O.D Locksmiths from and against any and all claims, losses, damages, liabilities, costs and expenses (including reasonable legal fees) arising out of or in connection with the Customer's use of the Locksmith Services.

**\*10. Entire Agreement\***

These Terms and Conditions constitute the entire agreement between the parties and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written.

**\*11. Amendments\***

N.O.D Locksmiths may amend these Terms and Conditions from time to time by giving the Customer no notice of such amendment.

**\*12. Governing Law\***

These Terms and Conditions shall be governed by and construed in accordance with English law.

**\*13. Jurisdiction\***

The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions.