

PRE-CONTRACTUAL INFORMATION for Verisure Services (UK) Limited, Q12 Quorum Business Park, Benton Lane, Newcastle upon Tyne, NE12 8BU.

1. **Effective Date:** is the date of signature of the Agreement.
2. **Purpose of the Agreement:** concerns alarm monitoring and ancillary services. Monthly subscription includes monitoring, maintenance and access to the My Verisure App.
3. **Price:** installation and monthly service fee (excluding taxes), and discounts, is as provided on the front page of the Quotation Offer. Prices may increase with inflation (RPI) or as otherwise advised*, with advance notice.
4. **Right of Withdrawal:** you have the right to withdraw from the Agreement for any reason within the first fourteen (14) calendar days ("**Cooling-Off Period**") from the Effective Date by contacting our Customer Services team using the contact details stated below and you will receive a full refund of any fees paid subject to any contractual limitations.
5. **Term:** your Agreement commences on the Effective Date and continues for a minimum term which is set out on the Front Page of the Agreement (the "**Initial Term**"). The Agreement automatically renews after the Initial Term if notice to terminate is not provided.
6. **Termination:** you may terminate this Agreement with at least sixty (60) days' notice, but it will only take effect at the end of the Initial Term. Monthly fees remain payable until then. If no notice is given during the Initial Term, the Agreement continues until 60 days after notice is provided by either party, unless stated otherwise*.
7. **Execution:** occurs by signing the Agreement on paper or electronically at no additional cost.
8. **Products Ownership and Maintenance:** products remain Verisure's property and are maintained by Verisure during the Term. The system ceases to operate as a monitored alarm upon termination of the Agreement.
9. **Digital Services:** offered through the My Verisure App and web version. ARLO camera services via third-party app. Secure access with personal credentials. Compatible with Android (v7+) and iOS (v11+), and major web browsers.
10. **Complaints Process:** contact Customer Service by calling 0333 200 9000. The Agreement does not affect your statutory rights.

*For details of the full terms and conditions please visit www.verisure.co.uk/termsandconditions where you will also find Verisure's Privacy Notice (www.verisure.co.uk/privacy-notice) for details on how your data is processed.