

PRE-CONTRACTUAL INFORMATION

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, including taxes and discounts, is as provided on the front page containing the Limited Quotation Offer. Prices may increase annually with inflation (CPI) or otherwise, with advance notice. Verisure will honour the total set up and connection fee, and monthly service fee quoted on the front page for 2 weeks from the reservation fee payment if all elements remain the same as quoted at the point of installation. Please be advised that if there are any changes to the elements of the package at the point of installation, this may impact the total set up and connection fee, and monthly service fee payable. After 2 weeks from the reservation fee payment, the total set up and connection fee, and/or monthly service fee may vary from that quoted on the front page.

4. RIGHT OF WITHDRAWAL

You have the right to withdraw from the Agreement for any reason within the first thirty (30) calendar days (“Cooling Off Period”) from the date of signature of the Agreement 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 statutory limitations.

5. TERM

The term of the Agreement is as indicated on the reverse of this page (Quotation Offer) and will run for an initial term of 36-months, subject to the option you select, including the Cooling off Period. The Agreement automatically renews after the initial term if notice to terminate is not provided.

6. TERMINATION

Termination permissible by either party giving sixty (60) days’ notice after the initial term. Verisure may terminate for uncontrollable events with thirty (30) days’ notice.

7. EXECUTION

Agreement may be executed electronically at no additional cost.

8. PRODUCT OWNERSHIP AND MAINTENANCE

Products remain Verisure’s property and are maintained by Verisure. System ceases to operate as a monitored alarm upon termination.

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. ACCESS TO INFORMATION IN ACCORDANCE WITH THE EU REGULATION 2023/2854 (the “Data Act”)

You may obtain detailed information regarding the data generated by the security system and the services associated with it (including the nature, volume, and frequency of collection) by submitting a request by email to: dataprotection@verisure.ie.

11. COMPLAINTS PROCESS

Contact Customer Service: Tel: 1800 856 060. The Contract does not affect your statutory rights.

12. RESERVATION FEE

To secure your offer for 2 weeks, a €100 reservation fee is payable by card. Provided the installation proceeds within 2 weeks, the reservation fee will be credited against the set up and connection fee. (1) You can request a refund of your reservation fee within 48 hours of paying the reservation fee. If you do not request a refund of your reservation fee within 48 hours from the reservation fee payment or the installation does not take place within 2 weeks of paying the reservation fee due to your failure to confirm an installation appointment or your prevention of the installation taking place, the reservation fee will be forfeited and no longer refundable. (2) If Verisure is unable to proceed with the installation within 2 weeks of payment of the reservation fee, you will then be entitled to a refund of your reservation fee and compensation of €100. Requests for cancellations of installation appointments or compensation under section 12(2) must be sent by email to salesbackoffice@verisure.ie. Please allow up to 10 days for the refund to reach the card used to pay the reservation fee.

Customer name:	
Prospect No.:	
Signature:	
Date:	