



#17 Henry Pierre Terrace, St. Augustine  
868-225-8725

## **SERVICE AGREEMENT**

This agreement is not binding and enforceable until received and accepted by the Air Support Tactical Security Ltd. This writing is the full and complete agreement between Air Support Tactical Security (ASTSL) Limited and the customer and shall not be orally amended. The Term of this agreement is 3 Years.

The CUSTOMER AGREES TO:

1. Purchase a vehicle tracking system from the Air Support Tactical Security Ltd and have the system installed on a motor vehicle/vessel/equipment that the customer is authorized to monitor.
2. Accept all responsibility should it be discovered that the customer was not authorized to have a tracking system installed on the vehicle described in the information found above.
3. Notify the Air Support Tactical Security Ltd of change of ownership of the vehicle/ vessel.
4. Prevent the removal, tampering or modification of the GPS system installed in the undermentioned vehicle. The customer agrees to accept costs incurred from interruption of service as a direct result of product tampering.
5. Tender a payment of \$500 (Vat exclusive) for mobile data charges on two consecutive anniversaries of the installation to complete the three year term. 6. Make the vehicle available for inspection within 96 hours of a noted malfunction of the installed device. The customer understands and agrees that the payment agreement is to be strictly adhered to and that a late payment fee of 20% would be applied to any balance outstanding.

The company can conduct recovery of any outstanding balance and/or equipment without prejudice. Warranty/Liability for failure of product ASTSL shall take every care to ensure that all reasonable efforts are made regarding the products and service, but such product and service can be affected by factors outside of ASTSL's control.

ASTSL provides a three year warranty to un-tampered devices however does not accept liability arising from any negligence or any damage including loss of profit, business revenue, and/or consequential loss suffered by the Client as a result of failure of the product.

### **Indemnity**

The Client shall indemnify the ASTSL, and their respective officers, directors, employees, agents and/or principals (together, the 'Indemnities') against all third party Claims that may be asserted against or suffered which relate to any failure on the part of the Client to comply with the terms and conditions of this agreement unless the claim arises due to the negligence, misconduct or breach of the Agreement by the ASTSL, any of its officers, directors, employees agents and/ or principals .

### **Vehicle Recovery**



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ASTSL shall provide recovery services to any of its Clients or a subcontractor to individuals to whom this service is provided on a contractual basis (the 'Client'), within the legal boundaries of the Republic of Trinidad and Tobago.

This service applies to the theft of a vehicle or land based equipment. A command centre service is provided at all times without interruption for the purpose of reporting a stolen vehicle. ('365/24/7 service'). A vehicle will be available at all times without interruption for the purpose of recovering a stolen vehicle. ('365/24/7 service').

This clause is subject to the following limitations:

- i. It is the responsibility of the client to report the stolen vehicle. ASTSL will only assist in the recovery
- ii. Regardless of the manner in which the Client becomes aware of the recovery of the stolen Vehicle, it remains the responsibility of the Client to report the recovery of the stolen vehicle as soon as possible to the Police and ASTSL in order to ensure recovery efforts are halted.
- iii. ASTSL reserves the right to terminate the Services and /or charge the Client an additional fee for its time and costs, should the actions or omissions of the Client result in the false stolen vehicle reports being made, and where ASTSL has investigated such reports.
- iv. ASTSL and/or its recovery partners will make the best efforts to recover the stolen vehicle. However ASTSL cannot guarantee that the vehicle will be located or recovered.
- v. Due to the many factors outside its control, ASTSL and its recovery partners do not warrant that the recovery services will lead to the location of the Client's stolen vehicle and ASTSL will not be liable, and the Service charges shall not be refundable to the Client, should the ASTSL recovery services fail to locate the Client's stolen vehicle.

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Name in Block                      Date

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Customer Address