

# Provision of Service Regulations

- **Name:** Town & Country Security Systems Ltd
- **Legal form:** A limited company registered in Cardiff and incorporated in England and Wales
- **Service:** Security Systems installation, servicing & repairs
- **Registered office and postal address:** 101 Rose Drive, Chesham, Bucks. HP5 1RT
- **Telephone:** 0800 1601125/01494 722088
- **Email:** info@tcsecurity.co.uk
- **Public registers:** Details about the limited company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) under reference number 06556038.
- **VAT number:** 596496862
- **Regulating body:** SSAIB 7-11 Earsdon Road, West Monkseaton, Whitley Bay, Tyne & Wear. NE25 9SX
- **General terms and conditions:** A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.
- **Applicable law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
- **Work Guarantees:** All works guaranteed for 1 Year from date of completion, this covers parts and labour, please see our full guarantee document for further information. CCTV Cameras & Recorders are also subject to a specific manufacturer's warranty details of which will be provided on request. Your statutory rights are not affected by our guarantee.
- **Complaints:** Complaints can be made by contacting James Price at the above address.
- SSAIB also operate a complaints procedure and you can access this by calling **0191 2963242** or email [customer@ssaib.org](mailto:customer@ssaib.org)