



SAMPLE ONLY



Performance Guarantee

Select Security and _____ (Customer) have entered into an Installation/Services Agreement dated _____. This agreement details that Select Security will install a Security System (System) at the premises of the Customer at their request and spells out the pricing and terms by which the Customer will pay for this service. Both parties agree to abide by all the terms of this agreement.

Select Security agrees to install the System at the premises of the customer as described in the Installation/Service Agreement and to provide ongoing repair of the system for the duration of the agreement. Select Security further agrees to provide Professional 24-Hour Monitoring Service in accordance with security industry standards including the dispatching of emergency authorities upon receiving signals from the security system installed on the premises.

If at any time during the initial term of this agreement the Customer experiences technical problems with the security system we have installed, they must notify Select Security by phone at 1-800-267-2001, Option 2 and email us at makeitright@selectsecurity.com.

After we have had a reasonable opportunity to correct the reported problem following the terms of the agreement, if technical issues persist and the security system proves unreliable for its intended use, the customer may simply call us and email us (by means above), notifying us to - "Please contact me, I request the removal of the security system within 30 days of this notice". Select Security will then validate that technical problems are unresolved and dispatch a technician to the Customer's home to remove the entire system within this timeframe at no charge to the customer, except for this 30-day notice period.

Repair or painting of any surfaces the devices were attached to is not part of this agreement or a service we provide.

Once we are in possession of all the equipment we originally installed, we will release the above Customer from any remaining months of the initial 36-Month Term, and the Customer will not be charged for the balance of the initial contract. In order to be released from any remaining balance of the initial agreement term, the customer must also be paid current on all monitoring charges including the 30-day notice period. Failure by the customer to continually pay their monthly service fee per the terms of the agreement will result in total balance of contract due upon the above removal request notice. Failure by the customer to facilitate the return of all equipment originally installed under the terms of the Installation and Service Agreement following the instructions above will result in the customer being responsible for paying the retail cost of each component not returned to Select Security in as original installed condition.

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