



Terms and Conditions of Service

1. General Provisions

These Terms and Conditions govern the provision of security services by **Tac Net APU (Pty) Ltd** (“the Company”) to the client. By accepting our quotation or utilizing our services, the client agrees to be bound by these terms.

2. Service Scope and Standards

- **Performance:** The Company will exercise reasonable skill and care in providing security services as agreed in the service contract.
- **Operational Control:** All tactical and operational decisions remain at the discretion of the Company’s control room to ensure the safety of personnel and property.
- **Liability:** The Company shall not be held liable for any loss, damage, or injury arising from events beyond its reasonable control, including but not limited to force majeure, communication infrastructure failures, or third-party interference.

3. Client Responsibilities

- **Information:** The client must provide accurate contact details and property access information.
- **Access:** The client is responsible for ensuring the Company has necessary access to premises to perform contracted services (e.g., alarm monitoring, armed response).
- **System Integrity:** The client is responsible for the maintenance and functionality of their own onsite security hardware (e.g., alarm panels, cameras), unless a separate technical maintenance agreement is in place.

Complaints Policy

At Tac Net APU, we strive for excellence. Should you feel our service has not met the expected standard, we have a structured process to ensure your concerns are addressed fairly and efficiently.

The Complaints Process

1. **Notification:** All complaints must be submitted in writing via email to **gm@tacnetapu.com** or via the contact form on our website.
2. **Acknowledgment:** We will acknowledge receipt of your complaint within **24 business hours**.

3. **Investigation:** Our management team will conduct a factual, objective investigation. We may require additional information or a site visit to verify details.
4. **Resolution:** We aim to provide a formal response and proposed resolution within **5 working days**. If the matter is complex, we will communicate the timeline for a final outcome.
5. **Escalation:** If you remain unsatisfied with the internal resolution, you may request a formal review by the General Manager.

Note: Please include the date, time, and specific reference number (if applicable) when logging a complaint to help us track the incident accurately.

Cancellation Policy

We understand that business requirements change. Our cancellation policy is designed to ensure operational stability while remaining fair.

1. Standard Service Agreements

- **Notice Period:** Clients wishing to cancel recurring security services must provide [**e.g., 30 days**] written notice, calculated from the first day of the following calendar month.
- **Submission:** Cancellations must be sent to **technical@tacnetapu.com**
- **Outstanding Balances:** All accounts must be settled in full up to the final date of service before a cancellation is processed.

2. Ad-hoc or Short-term Services

- **Notice Period:** For ad-hoc services (e.g., armed escorting, event guarding), cancellation must be received at least [**e.g., 48 hours**] prior to the scheduled deployment time.
- **Late Cancellations:** Cancellations made within the notice window may be subject to a [**e.g., 50%**] cancellation fee to cover the costs of personnel and resources already allocated.

3. Termination for Breach

- The Company reserves the right to terminate services immediately if the client breaches these terms, fails to make payment, or engages in illegal activities involving the Company's personnel or assets.