

Vehicle CCTV Systems - 3G/4G Data Usage & Live View Terms & Conditions

- We offer a 30-day rolling tracking subscription (6/12-monthly also available upon request). There are **NO CONTRACTS** or activation fees, with the exception of the below.
- We require that the data fees be paid on the 1st of each month to cover that coming month, i.e., October's data fee will be paid on 1st October (this also applies when paying in 6/12-month intervals).

We ask that this be done via Direct Debit. You will be provided with the below set-up link during the ordering process.

https://xero.gocardless.com/pay/co/GEN9072278986?_ga=2.221894040.18919685.1668609310-1242355982.1668609310

Failure to set up a Direct Debit or make payment via other means in a timely manner may result in the suspension of your data SIM cards and account. Similarly, cancellation or failure of your Go Cardless Direct Debit payment will result in our system automatically suspending your account.

We will not be held responsible for any loss of data/footage or interruption to business which occurs as a result of an account suspension.

The re-activation fee in these instances will be £20 + VAT per dash cam, PLUS the outstanding data fees owed.

- We require a minimum of 3-4 weeks' notice to suspend or cancel any data subscriptions.
- All dash cams/DVR/CCTV systems carry a 12-month return-to-base warranty. If the product shows signs of damage/being tampered with, this will invalidate your warranty. Please see our Refund and Returns Policy, for terms:

https://trackit247.com/refund_returns/

By beginning or continuing to use our services, you are accepting that you have read, understood and accepted these terms.

- The SIM cards used in our vehicle CCTV systems are, and will remain, the property of Trackit247 Ltd. We may request the SIM card(s) to be sent back to us if needed at any time; ample notice will be given.
- Live viewing is unlimited; however, a fair data usage policy applies. Downloading of video footage uses much more data than live viewing, so we request that this is kept to a minimum as much as possible. Our SIM cards have a data limit set by the SIM card providers and, if exceeded, the SIM may be automatically suspended until the data refreshes at the beginning of the following month; the live view and downloading features will be unavailable until then. We may monitor the data usage at any time.

- Please note that our dash cams/DVRs/CCTV systems are dependent on the GPRS network. Live view and footage downloads may be impaired or disabled if the network service is interrupted or an outage occurs. This is out of Trackit247's control.
- **Trackit247 cannot accept responsibility for any network failure/interruption resulting in the loss of tracking data or footage, or inability to use the live view and footage downloading functions.**

We will also not be held liable for any loss of business or expenses incurred, as a result of any network failure/interruption.

- Our dash cam/DVR/CCTV units are self-monitoring systems. Therefore, we recommend that you **regularly check the footage** to make sure all is working and recording as it should be. Reimbursement will not be provided for any monthly data fees which were paid during a period where the system was not being used or was not working due to negligence, misuse or mishandling.
- SD Cards are classed as consumables. For general maintenance you will need to **format the SD Cards every 6-8 months**, and manufacturers advise to replace them every 18-24 months.
- **For EC25 dash cam users** - Please keep the allen key provided in a safe place - this is used for removing the SD Card and the 4G Data SIM Card.

The dash cam will have an inactive 4G Data SIM Card inside, even if you are not using the live view option. We can activate this remotely if you decide you'd like to use the live view feature.

- All prices and specifications are subject to change without notice, and may exclude VAT if provided to you via channels outside of our website.

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If you have any questions or concerns about our services or the contents of this document, please do not hesitate to contact us.