

TERMS AND CONDITIONS OF SERVICE

KMML Trading Ltd trading as Secure Group

Including services provided under Secure Group divisions and trading brands.

Effective Date: August 2026

These Terms and Conditions apply to services supplied by KMML Trading Ltd ("Secure Group", "we", "us", "our").

They are intended to set out clearly the basis on which we provide our services, how charges are agreed, payment requirements, cancellation arrangements and the responsibilities of both parties.

1. DEFINITIONS

For the purposes of these Terms:

Customer / You / Your means the individual, company, organisation, managing agent, landlord or other party instructing us to provide Services.

Contract means the agreement between you and us consisting of these Terms together with the applicable quotation, estimate, Job Sheet, Work Order, invoice or other written confirmation of the Services.

Initial Price means the price or charging basis agreed before attendance or commencement of the Services.

Job Sheet / Work Order means the record describing the Services requested or undertaken, together with any relevant pricing, site information or customer instructions.

Services means the services we have agreed to provide, which may include locksmithing, security, access control, window and door services, fire-door services, fire-safety services and other property-security or maintenance services offered by Secure Group.

Additional Works means works, labour, materials or parts that were not reasonably identifiable or included within the Initial Price.

2. OUR AGREEMENT WITH YOU

2.1 A Contract is formed when you accept our quotation, price, appointment or scope of works by telephone, email, text message, electronic communication, signed document or other agreed method.

2.2 Where the full extent of the work cannot reasonably be determined before attendance, the Initial Price may relate only to attendance, investigation, inspection or an agreed initial period of labour.

2.3 Following inspection, additional work may be recommended and separately authorised.

2.4 Any quotation, Job Sheet, Work Order or invoice may contain additional terms relating specifically to that work. Where appropriate, those specific terms will form part of the Contract.

3. SERVICES

3.1 The Services we agree to provide will be described in the relevant quotation, Job Sheet, Work Order, invoice or other communication.

3.2 We will perform the Services with reasonable care and skill.

3.3 Any attendance time provided is an estimate unless we expressly confirm that time is guaranteed.

3.4 Attendance and completion may be affected by circumstances including:

- emergency workloads;
- traffic and transport conditions;
- weather;
- staff or engineer availability;

- access to the property;
- availability of replacement parts or materials;
- supplier lead times; and
- circumstances outside our reasonable control.

3.5 Attendance does not guarantee that a repair can be completed during the initial visit.

3.6 Where parts are unavailable, obsolete or unsuitable, further works or replacement equipment may be required.

4. SUBCONTRACTORS AND THIRD-PARTY ENGINEERS

4.1 We may use suitably appointed subcontractors, partner companies or specialist engineers to provide some or all of the Services.

4.2 Where the Contract remains directly with KMML Trading Ltd, we remain responsible for managing the Services in accordance with the Contract.

4.3 In some circumstances we may introduce or refer you directly to an independent contractor. Where this happens, we will make it clear that the contractor is providing the service directly and their own prices and terms may apply.

5. CUSTOMER RESPONSIBILITIES

You agree to:

5.1 Provide accurate information regarding the property, fault, equipment and Services required.

5.2 Provide reasonable access to the premises at the agreed time.

5.3 Where appropriate, provide evidence that you are authorised to instruct us to carry out work at the premises.

5.4 Inform us of any known hazards or site restrictions which could reasonably affect our work.

5.5 Ensure that any required permissions from landlords, property owners, managing agents or other responsible persons have been obtained.

5.6 Pay all properly authorised charges in accordance with these Terms.

6. PRICES AND VAT

6.1 Our Initial Price or charging basis will be communicated before the relevant Services commence wherever reasonably possible.

6.2 Unless expressly stated otherwise, prices quoted to business customers are exclusive of VAT, which will be added at the applicable rate.

6.3 Where a price is expressly stated as VAT-inclusive, no additional VAT will be added other than as required by a change in the applicable VAT treatment or rate.

6.4 Our charges may include:

- attendance or minimum charges;
- labour;
- additional labour time;
- parts and materials;
- parking;
- congestion or access charges;
- mileage or out-of-area charges;
- specialist equipment; and

- other costs reasonably incurred in providing the Services.

6.5 Any applicable attendance/minimum charge remains payable where an engineer attends but cannot complete the work because, for example, access cannot be obtained, the required repair is not possible, appropriate parts are unavailable, or the customer elects not to proceed with further works.

7. ADDITIONAL WORKS AND COSTS

7.1 Some defects or requirements cannot reasonably be identified until the equipment, lock, door, window or installation has been inspected.

7.2 Where Additional Works are required, we will explain the additional work and associated cost or charging basis before proceeding wherever reasonably practicable.

7.3 Additional charges may include replacement parts, materials and additional labour.

7.4 We will not normally undertake material Additional Works without customer authorisation.

7.5 Where you decide not to proceed with Additional Works, you remain responsible for any attendance, investigation, labour or other Services already provided.

8. PAYMENT

8.1 Unless account terms or another payment arrangement have been agreed in writing, payment is due in accordance with the payment terms shown on the invoice or other relevant Contract document.

8.2 We may require:

- payment on completion;
- payment before attendance;
- a deposit;
- payment for materials in advance; or
- staged payments.

8.3 Approved account customers are subject to the payment terms agreed with us in writing.

8.4 Unless otherwise agreed, approved account customers are provided with 30-day payment terms from the invoice date.

8.5 Any invoice query should be raised with our accounts team promptly and preferably within seven days of receipt.

8.6 Raising a query regarding part of an invoice does not automatically suspend payment of any undisputed amount.

9. LATE PAYMENT

9.1 Where payment is overdue, we reserve the right to take reasonable steps to recover the outstanding amount.

9.2 For business-to-business transactions, we reserve the right to claim statutory interest, compensation and reasonable recovery costs where permitted by applicable legislation.

9.3 We may suspend further Services or withdraw account facilities where invoices remain overdue.

9.4 Any debt-recovery, court or enforcement costs which we are legally entitled to recover may be added to the outstanding balance.

10. OWNERSHIP OF GOODS

10.1 Goods and materials supplied by us remain our property until they have been paid for in full, to the extent permitted by law.

10.2 Risk in installed goods may pass to you upon installation or delivery even where ownership remains with us pending payment.

10.3 You must not deliberately sell, remove or dispose of unpaid goods where doing so would interfere with our lawful ownership rights.

10.4 Nothing in this section gives us an automatic right to enter a property or remove installed goods without lawful authority or the customer's agreement.

11. CANCELLATIONS

11.1 Where possible, cancellations should be made in writing.

11.2 For planned appointments, we request at least 24 hours' notice of cancellation unless different cancellation arrangements have been agreed for the particular Contract.

11.3 Where insufficient notice is provided, we reserve the right to charge a reasonable cancellation fee reflecting losses or costs actually incurred.

11.4 Where an engineer has already been dispatched or has arrived at the premises, the applicable attendance or minimum charge may be payable.

11.5 Special-order, bespoke, made-to-measure or customer-specific products may be subject to separate cancellation conditions which will be communicated when applicable.

11.6 Nothing in these Terms removes or restricts any statutory cancellation rights available to a consumer.

12. ACCESS AND ABORTED ATTENDANCES

12.1 You must provide reasonable access to the premises at the agreed appointment time.

12.2 If we cannot gain access, an attendance or cancellation charge may apply.

12.3 We may stop or refuse work where:

- the working environment is unsafe;
- we reasonably believe the person instructing us is not authorised to do so;
- required information has not been provided;
- abusive, threatening or dangerous behaviour occurs;
- payment requirements have not been met; or
- carrying out the requested work would be unlawful or unsafe.

13. PARTS AND WARRANTIES

13.1 Where we supply and install parts as part of the Services, defects should be reported to us as soon as reasonably possible.

13.2 Unless a different warranty period is stated for a particular product or Service, workmanship defects reported within 12 months of completion will be investigated.

13.3 Where we determine that a genuine workmanship defect exists, we will use reasonable efforts to rectify the defect without additional labour charge.

13.4 Manufacturer warranties may apply separately to products and equipment.

13.5 Warranty does not normally cover problems resulting from:

- accidental or deliberate damage;
- misuse or abuse;
- attempted repair or alteration by another person;
- normal wear and tear;
- lack of maintenance;
- building movement;

- water ingress or environmental conditions;
- vandalism;
- damage caused by another contractor; or
- circumstances outside our reasonable control.

13.6 Nothing in this section affects a consumer's statutory rights.

14. EXISTING DAMAGE AND MAKING GOOD

14.1 Locksmithing, security and repair work can sometimes require drilling, cutting, removing existing hardware or otherwise disturbing doors, frames, walls, finishes or decorations.

14.2 We will take reasonable care to minimise unnecessary damage.

14.3 Unless specifically included within our quotation, our Services do not include decorating, plastering, painting or other making-good works.

14.4 We are not responsible for pre-existing defects, concealed damage or weaknesses that could not reasonably have been identified before work commenced.

14.5 Gaining Entry and Destructive Entry

Where we are instructed to gain entry to a property, door, lock or other secured area, we will use reasonable care and skill and, where reasonably practicable, attempt an appropriate non-destructive method of entry.

Where non-destructive entry is not reasonably practicable, appropriate or successful, it may be necessary to use destructive methods, including drilling, cutting, snapping, removing or otherwise damaging a lock, cylinder, security device, door hardware or associated components.

Where reasonably practicable, we will explain this to the Customer and obtain authorisation before proceeding with destructive entry.

By authorising destructive entry, the Customer acknowledges that damage to the lock, cylinder, security hardware, door, frame or associated components may be an unavoidable consequence of gaining entry. We will not be responsible for damage that is reasonably necessary and unavoidable in carrying out the authorised method of entry, provided that we have exercised reasonable care and skill.

Any replacement, repair or making-good work required following entry will be chargeable unless expressly included within the agreed price or scope of works.

Nothing in this clause excludes or limits our liability for damage caused by a failure to exercise reasonable care and skill or otherwise limits any rights which cannot lawfully be excluded.

15. FIRE DOORS AND FIRE-SAFETY SERVICES

15.1 Fire-door inspections, surveys and fire-safety assessments reflect the condition and circumstances observed at the time of inspection.

15.2 Inspection reports may identify defects, observations, recommendations and remedial works.

15.3 Unless expressly included within the agreed scope, an inspection does not include the completion of remedial works.

15.4 Recommendations regarding fire doors, seals, ironmongery or other components may be subject to confirmation of the existing door specification, certification, test evidence or manufacturer's information.

15.5 Where the certification or specification of an existing installation cannot be established, we may recommend further investigation or specialist advice before alterations are undertaken.

16. CUSTOMER-SUPPLIED PARTS

16.1 Where you ask us to install parts, locks or equipment supplied by you, you are responsible for ensuring that those products are suitable for the intended application.

16.2 We may refuse to install a customer-supplied product where we reasonably consider it unsuitable, unsafe or incompatible.

16.3 Our workmanship warranty applies to the installation work we undertake but does not cover defects or failures inherent in customer-supplied products.

17. LIABILITY

17.1 We will exercise reasonable care and skill when providing the Services.

17.2 We are responsible for foreseeable loss or damage caused by our failure to exercise reasonable care and skill, subject to applicable law.

17.3 We are not responsible for losses caused by circumstances outside our reasonable control.

17.4 Where you are acting in the course of a business, we will not be responsible for indirect or consequential losses, loss of profit, loss of business, loss of opportunity or similar commercial losses except where liability cannot legally be excluded.

17.5 Nothing in these Terms excludes or restricts liability where doing so would be unlawful, including liability for death or personal injury caused by negligence.

18. EVENTS OUTSIDE OUR CONTROL

We will not be treated as being in breach of the Contract where performance is prevented or delayed by circumstances beyond our reasonable control.

Where possible, we will notify you and take reasonable steps to minimise the effect of the delay.

19. PERSONAL INFORMATION

19.1 We may process personal information where reasonably necessary to:

- arrange and provide the Services;
- communicate with customers;
- process payments;
- administer customer accounts;
- maintain service records;
- deal with warranty or complaint matters; and
- comply with our legal obligations.

19.2 Personal information will be handled in accordance with applicable data-protection legislation and our privacy arrangements.

20. TERMINATION BY US

We may cancel, suspend or terminate a Contract where:

20.1 payment requirements are not met;

20.2 you materially breach the Contract;

20.3 we cannot lawfully or safely provide the Services;

20.4 circumstances outside our reasonable control prevent us from providing the Services; or

20.5 abusive, threatening or unsafe behaviour makes it unreasonable for us to continue.

You remain responsible for Services and authorised costs incurred before termination.

21. COMPLAINTS AND PROBLEMS

21.1 If you believe there is a problem with our Services, please contact us as soon as reasonably possible.

21.2 We must be given a reasonable opportunity to inspect an alleged defect and, where appropriate, rectify the problem.

21.3 Customers should not arrange third-party remedial work and subsequently seek reimbursement from us without first giving us a reasonable opportunity to investigate, except where urgent action is reasonably required.

22. CONSUMER RIGHTS

If you are an individual purchasing Services wholly or mainly for purposes outside your trade, business, craft or profession, you may have additional statutory rights.

Nothing within these Terms is intended to exclude or restrict rights which cannot legally be excluded or restricted.

23. CHANGES TO THESE TERMS

We may update these Terms from time to time.

The Terms applicable to a Contract will normally be those provided, published or otherwise brought to your attention when the relevant Contract is formed, together with any subsequently agreed variations.

24. GENERAL

24.1 If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue to apply.

24.2 A failure by either party to enforce a right under the Contract does not automatically amount to a waiver of that right.

24.3 You may not transfer your rights under the Contract without our written agreement.

24.4 We may transfer or subcontract our rights or obligations where this does not materially reduce your rights under the Contract.

25. GOVERNING LAW

These Terms and any Contract between you and KMML Trading Ltd are governed by the laws of England and Wales.

Nothing in this section affects any mandatory rights a consumer may have regarding where legal proceedings may be brought.

26. COMPANY DETAILS

KMML Trading Ltd Trading as Secure Group

Secure Group provides services through its specialist divisions and trading brands.

Registered Company Number: 12842856

Operational Address: Unit 19 Halcyon Court St Margaret's Way Huntingdon PE29 6DG

Accounts and contractual correspondence: accounts@kmml.co.uk

General enquiries and job instructions: jobs@kmml.co.uk

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