

## **False Alarm Reimbursement Policy**

Carolina Security and Wiring, LLC will cover excessive false alarm charges when the following two requirements are met:

1. False alarms have exceeded the allowable free false alarms govern by the authority having jurisdiction
2. Once a repair is made (i.e. the fix) and within a reasonable amount of time it is determined “the fix” is not working (less than 30 days), and the customer notified our service department after the first false alarm since “the fix”, any false alarms incurred during the next fix will be covered by this policy

The reimbursable false alarms are only calculated upon customer notifying our service department there is a need for service. Any false alarms incurred prior to notification for service will not be covered by this reimbursement policy. The false alarm reimbursement charges are calculated by deducting the total number of allowable “free” false alarms from the number of false alarms.

Customer should understand it their responsibility to have a permit where applicable and any fines incurred by not having proper registration will not be covered by this policy. Some of our coverage areas fines are \$100 for not having a permit or proper registration with the local government.

A “fix” lasting more than 30 days without false alarms is considered repaired and no longer qualifies for reimbursement. Any new activations on “the fixed” zone (s) beyond 30 days is considered a new problem and must re-qualify for reimbursement.

Customer should also understand that any “free” false alarm granted by the local authorities having jurisdiction are intended for the alarm company and not the subscriber. These false alarms are intended for the alarm company to make repairs to unknown conditions, unknown faulty equipment, or problems with out penalizing for conditions beyond the control of the company. The “free” false alarms are *not* intended for errors or mistakes on the subscriber’s behalf.