UNIT 5 SECURITY & INVESTIGATION (PTY) LTD

GENERAL CLIENT TERMS & CONDITIONS

Non-confidential client-facing summary

1. Quotations

Quotations remain subject to scope, availability, site conditions, compliance requirements and the stated validity period.

2. Mobilisation

Services begin only after Unit 5 accepts the client instruction and any required deposit, purchase order, SLA or supporting documentation is received.

3. Client Information

Clients must provide accurate site, vehicle, access, emergency-contact and risk information relevant to the contracted service.

4. Service Changes

Changes to staffing, equipment, routes, service levels or sites should be agreed in writing and may affect pricing.

5. Regulated Technical Work

Specialist work requiring a licence, permit, registration, accreditation or technical competency will only be performed by appropriately authorised personnel or approved partners.

6. Payment

Invoices are payable according to the accepted quotation or contract. Unit 5 may suspend non-emergency services where payment terms are materially breached, subject to the contract and law.

7. Confidentiality

Security arrangements, incidents, investigations and client information are treated confidentially.

8. POPIA

Personal information is processed only for legitimate operational, contractual, legal and security purposes and is subject to reasonable access controls.

9. Complaints

Clients should report service complaints promptly through the official Unit 5 contact channels so that they can be investigated and addressed.

10. Governing Documents

Where a signed contract, SLA or quotation conflicts with this public summary, the signed document governs.