

Audio Visual Services Installation Guidelines

Variation Statement

Arrow Business Communications Limited, trading under the brand name ARO (Arrow) will work within all reasonable endeavours to deliver the project according to the scope, timeline and costs quoted. In cases where there may be a change in scope, or the timeline, availability of manufacturer equipment and/or delivery conditions below have not been met, Arrow may need to amend the value of any order to accommodate the change and ensure the successful delivery of the project. This will be done with transparency, appropriate customer authorisation and in sympathy with the budget and timeline of the project.

Delivery Conditions

The following conditions and requirements are required to be in place to facilitate the delivery of this project according to the scope, labour utilisation, timeline and costs quoted.

- It is assumed all works will take place during 'normal working hours' (8:30am-5:30pm), to be carried out in a continuous period, in a safe and secure environment that is clean, dust-free (second fix) and ready for installation on the first day of the communicated program schedule.
- Arrow may require assistance with a number of tasks required as part of the installation process. These will require to be completed in advance of the scheduled engineering;
 - Power, power cable sockets, power and data cabling, ELV cabling containment
 - Network connections, sockets and switches.
 - Floor boxes and/or grommet holes as required.
 - Details of the client supplied IP connectivity and related addresses are to be supplied to Arrow at least 5 working days prior to necessity for installation
- The disposal of any packaging or other waste is to be the responsibility of the client.
- Its assumed secure storage will be provided onsite for the duration of the project.
- A minimum of 5 working days notification is required for changes or cancellations to the agreed schedule. If site access or other factors beyond the control of Arrow change, that require a change to the labour program, Arrow reserve the right to charge the customer to the extent to which alternative work cannot be allocated by the best endeavours of the resource management team. In the situation of a cancellation or change within this limit, the following guidelines apply;
 - Less than 3 working days – up to 100% of labour cost
 - Less than 5 working days – up to 50% of labour cost
- If the performance of the Services or delivery of Products or their approval is delayed as a result of any act or omission of the Customer, Arrow reserves the right to invoice the Customer for the relevant Products and/or Services on the date when it would have been entitled to invoice for those Products or Services if the delay had not occurred.