

Terms and Conditions

Definitions

1. Throughout our terms and conditions, you will find that 'You' refers to all clients of M19 Solutions, regardless of whether you are a person or company. The terms 'us', 'we', 'our investigators' and 'our detectives' refers to the team here at M19 Solutions and M19 Solutions.

M19 Solutions Services

2. Here at M19 Solutions we shall provide the service(s) that the client requires, in accordance to all and any instructions given verbally or in writing.

3. These services will begin and end as and when both parties agree, all services will be completed in the shortest possible time, in the most efficient manner and supported by the appropriate report and / or proof and evidence if required and available.

4. You will pay M19 Solutions for their time on the operation or project, regardless of the outcome. However, M19 Solutions and our detectives will always endeavor to produce a positive result for the client.

M19 Solutions Rental Agreement

5. When renting vehicle tracker(s) from M19 Solutions you agree to keep the information of the device and its location solely between you and us, any breach in the device details or its location will cancel your hire agreement immediately and M19 Solutions will take steps to retrieve the device with or without your knowledge. If the device is taken off, tampered with, damaged or destroyed and it's because of your negligence then you agree to pay £800 in costs to replace the device and pay for subscription fees.

M19 Solutions Payment

6. As a client you will be invoiced by M19 Solutions prior to the commencement of any service(s). The price you will be invoiced will be agreed by both the client and company in writing and full payment of the invoice must be received before any investigations begin.

M19 Solutions Cancellation Policy

7. If the client chooses to cancel the investigation at any time this must be done in writing 48 hours before the investigation or service(s) begin. If the cancellation is required after this time, or notice received after this time the client is required to pay for the service(s) already booked including all costs incurred by M19 Solutions.

Liability of M19 Solutions

8. Our detectives and team at M19 Solutions shall not be held liable for the loss and / or damages sustained by the client, no matter what the cause. M19 Solutions shall also not be held liable for any loss / damage sustained by the client because of any acts, errors or omissions by M19 Solutions or our employees. If a client chooses to place reliance on the information provided by M19 Solutions and our investigators we shall not held liable for any loss or damage that the client sustains.

Law

9. M19 Solutions will always act within the law and although we are not required to do so we will endeavor to act within the guidelines set out by **The Regulation of Investigatory Powers Act 2000 (RIPA)**

10. When choosing to work with M19 Solutions the client agrees that he or she is solely responsible for complying with any taxes, laws and tariffs applicable. Further to this the client will defend and protect M19 Solutions, its employees, subcontractors and agents from any claims, suits, taxes, fines, tariffs, penalties or failure to comply with any such laws, taxes and tariffs while working for the client.

Client Confidentiality

11. The agents, representatives and M19 Solutions will never disclose any client information without being served the proper legal instrument that M19 Solutions must legally comply with, unless the client has requested in writing that they wish us to release the information to a third party.

12. If there is no such instrument and the client has not given their authority to release the information, then the information will not be given. M19 Solutions consider all materials of our clients as highly confidential and all information will be kept and stored in accordance to UK Data Protection Laws as set out by the Information Commissioners Office.