Edge CCTV — Customer Terms and Conditions (version 2026-10)

Edge CCTV, Inc., doing business as Edge Business Security Cameras (“Edge,” “we,” or “us”)
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Licensed: GA Low Voltage Contractor LVU407024 · AL AESBL 28-002106 · NC Electrical Contractor SP.FA/LV.37054 · TN Alarm Contracting Company 2312

These terms are published at edgecctv.com/terms and are incorporated by reference into every Edge quote; a one-page summary accompanies each quote and a printed copy is available on request. Together with your quote and Schedule of Equipment and Services (the “Quote”), they form the agreement between you (“Customer,” “you”) and Edge. The version in effect is the one identified on your Quote.

> **How these terms apply:** The Quote controls what you are buying. A Part below applies **only if that product or service appears on your Quote**, except Parts D and E, which always apply. Language about products or services that are not on your Quote has no effect and creates no obligations for either party.

Part	Applies when…
A — Equipment & installation	Your Quote includes cameras, recorders, access control, network gear, horns, labor, or other sold or installed equipment
B — Protection Plan Plus, cloud, remote access	Your Quote lists Protection Plan Plus, cloud video, remote access, or a similar recurring option
C — Virtual Guard video monitoring	Your Quote expressly includes Virtual Guard or another live video monitoring service
D — General terms	Always
E — Site conditions & miscellaneous	Always
F — Mobile surveillance trailer rental	Your Quote or work order includes a trailer rental

Two kinds of “monitoring.” *System Health Monitoring* is a feature of Protection Plan Plus: Edge receives device-offline and health alerts from your recorder and cameras and contacts your designated person during business hours. It is covered in Part B and is not a security response service. *Video Monitoring Services* (Virtual Guard) means trained operators reviewing your camera events and responding; it is covered in Part C and applies only when it is on your Quote.

A typical camera or recorder project uses Parts A, D, and E, plus Part B if Protection Plan Plus, cloud, or remote access is listed.

Summary

1. **What you are buying** is stated on the Quote. Edge installs and supports that equipment and those services. Edge is **not an insurance company** and does not guarantee that crime, fire, or other loss will not occur.
2. **Ownership.** On a purchase, after Edge receives final payment in full, the equipment sold on the Quote belongs to you, and Edge provides administrator credentials for systems Edge programmed. On a lease, the equipment is owned under the lessor’s lease documents until any buyout is completed.

3. **Warranty.** Edge warrants its equipment and workmanship for 90 days after Installation Completion. If your Quote includes Protection Plan Plus, coverage continues for the Protection Plan term shown on the Quote. For covered defects, Edge's primary remedy is to repair, replace, or re-perform the covered work.
4. **Your video.** You own your recorded video. Your recorder overwrites the oldest footage when its storage is full; how long video is kept depends on your system and activity. If your Quote includes cloud video backup, video is also kept in the cloud up to the storage allowance on the Quote. Edge does not guarantee a specific retention period for either. Export anything you need to keep. Edge may access systems as needed to install, service, or support them.
5. **Late payment.** If an account is more than 30 days past due and remains unpaid five business days after written notice, Edge may suspend remote access, cloud retention, monitoring, or support for services you purchased. On-site recording continues. Early-termination charges apply only to recurring services sold by Edge, not to a paid-in-full installation price.
6. **Disputes.** Georgia law applies. Venue is in the county of Edge's principal place of business (Cobb County, Georgia), unless both parties agree in writing to another process in Georgia.
7. **Part C (Virtual Guard).** If your Quote does not include Virtual Guard or another live video monitoring service, Part C does not apply.

Acceptance. You accept these terms by signing the Quote, accepting it electronically, approving it by email, paying a deposit, or allowing Edge to begin work, whichever happens first. You acknowledge that you have read this summary and that only terms for products and services on your Quote apply.

PART A — Equipment and Installation

> This Part applies if your Quote includes equipment or installation.

A1. Scope

Edge will furnish the personnel, tools, materials, supervision, and labor needed to sell and/or install the equipment described in the Quote. The Quote may be prepared without a site visit and reflects only the equipment and services listed. Work beyond that scope, including additional cable runs, devices, trenching, aerial runs, poles, or conditions discovered on site, requires a written change order or revised quote and may change price and schedule. Lift rental is not included unless listed on the Quote. Quoted pricing is valid through the date shown on the Quote. If a quoted model is unavailable, Edge may substitute equipment of equal or better specification at no increase in price.

A2. Installation Completion

"Installation Completion" means the earlier of (a) your written or electronic sign-off, or (b) the date the system listed on the Quote is substantially installed and operating for your use, even if minor punch-list items remain. Punch-list items that do not prevent beneficial use do not delay Installation Completion. Edge will document any punch list at handoff and complete those items within a commercially reasonable time at no additional charge.

A3. Payment

- Deposit and mobilization amounts, preferred payment methods, and any card-processing fee are as stated on the Quote.
- Final payment for the installation portion is due within 30 days of Installation Completion, unless the Quote or a lease says otherwise.
- Taxes are extra unless the Quote states they are included.
- If manufacturer pricing, freight, or import duties for quoted equipment increase materially after you accept the Quote and before Edge orders it, Edge will notify you of the change. You may then accept the adjusted price or cancel the affected items without penalty.

A4. Cancellation before installation

If you cancel after accepting the Quote, Edge will apply your deposit to equipment already ordered for your project, work already performed, and any return or restocking charges Edge incurs. Special-order and custom-configured items, and any item the supplier will not accept for return, are not returnable; Edge will document the return and restocking charges it incurs and will credit you for any equipment Edge is able to return or reuse. Edge will refund any remaining deposit, or invoice you for any shortfall, within 30 days of cancellation. Equipment you have paid for in full will be delivered to you.

A5. Ownership and credentials

- Until you pay in full for a purchase (or as provided in a lease), Edge may retain a security interest in the installed equipment solely to secure amounts owed.
- At Installation Completion, Edge provides user logins so your designated users can view, play back, and export video. After payment in full on a purchase, Edge releases its security interest and provides administrator credentials for Edge-programmed systems within a commercially reasonable time, typically within one business day after funds clear. Edge sets unique credentials at handoff; you are responsible for changing and protecting them afterward.
- Edge maintains a separate service account on your recorder and related devices so it can provide warranty, Protection Plan, and support work. You may ask Edge in writing to remove that account at any time. If it is removed, remote diagnosis and support may be limited, and on-site visits to restore access are billable.
- Edge signs and decals remain Edge property and will be removed at Edge’s request when the relationship ends.

A6. Warranty

- For ninety (90) days from Installation Completion, Edge will repair or replace defective Edge-installed equipment and correct Edge workmanship defects at no charge, during normal business hours, after you notify Edge.
- If your Quote includes Protection Plan Plus, this warranty continues for the Protection Plan term shown on the Quote under the terms of Part B.
- Unless Protection Plan Plus is in effect and Part B covers the repair, the following are excluded and billed at time of service: batteries; electrical surges; lightning; water; insects or vermin; vandalism; misuse; unauthorized repair; alterations to the premises; obsolete or unsupported communication devices; components Edge has identified in writing as past end of life (see B1); third-party-required software upgrades; theft or loss of equipment; and damage from your network, power, or internet. Lift or trencher rental needed for a repair is not included.
- Edge is not the manufacturer. Manufacturer warranties may give you additional rights.
- Except as stated in these terms or required by law, Edge makes no other warranties, express or implied, including merchantability or fitness for a particular purpose. Edge does not warrant that the system cannot be compromised or that it will prevent loss.

A7. Existing and customer-supplied equipment

If Edge connects to, reuses, or takes over cameras, recorders, cabling, network equipment, or software that Edge did not supply, Edge warrants only its own labor on that work. Edge does not warrant existing or customer-supplied equipment or cabling, their compatibility, or their continued operation, and Edge is not responsible for conditions that existed before Edge's work. Recovering passwords, firmware, or configurations on equipment installed by others is performed on a best-effort basis and is billable unless the Quote includes it.

Equipment Adoption Program. If the Quote includes Edge's Equipment Adoption Program, Edge will inspect the existing equipment listed on the Quote and, once accepted, treat it as covered equipment under Protection Plan Plus from the adoption date, as if Edge had installed it. Adoption applies only to the equipment listed on the Quote. Edge may decline to adopt equipment that fails inspection, is unsupported by its manufacturer, or cannot be secured, and may require repairs or firmware updates before adoption at the rates on the Quote. Adopted equipment does not

receive the Part A 90-day warranty; its coverage runs under Part B for as long as Protection Plan Plus is in effect. When adopted equipment fails and cannot be repaired, Edge replaces it with equipment of equivalent function at Edge's choice.

A8. Service outside warranty or Protection Plan

Work that is not covered by warranty or Protection Plan Plus is billed at Edge's then-current labor and travel rates. Before billable work begins, Edge will tell you the applicable rate and any minimum or travel charge and obtain your approval (by phone or email is sufficient for urgent service). After-hours, weekend, and holiday service is available at a premium rate by arrangement.

A9. Site preparation and authorization

- You will provide safe access to each installation location, access to existing electrical outlets Edge needs to use, and 120-volt power at the locations shown on the approved site map or Quote. If Edge discovers during a site visit or installation that additional power or outlets are needed beyond what the site map or Quote shows, Edge will notify you; that work is a change to the Quote and may be billed separately unless already included. Installing new outlets or other electrical work is your responsibility unless the Quote expressly includes it. If power or access is not available when Edge arrives, installation may be delayed and additional charges may apply. You will also provide the network and internet connection the design requires.
- You authorize Edge to drill, mount, run cable, and make the attachments reasonably necessary to install and service the system, and Edge is not responsible for cosmetic conditions that result from ordinary installation, service, or removal.
- If you are not the owner of the premises, you represent that the owner has authorized the installation under these terms.
- You will notify Edge promptly of changes in ownership or occupancy of the premises.

A10. Your use of the system

- Test the system periodically and notify Edge of problems.
- Use cameras, audio devices, and talk-down speakers lawfully. Edge does not provide legal advice on recording, audio, or privacy laws.
- Audio recording is disabled on your system unless you request it in writing. If you enable or request audio recording, you are responsible for meeting consent and notice requirements. You are responsible for posting any video or audio recording notice signage required where your cameras are installed.
- Secure Wi-Fi passwords, user accounts, and physical access to recorders. Edge is not responsible for the security of your network or router.
- Internet access at the site is required for off-site viewing, cloud services, and monitoring. You provide the internet connection unless the Quote includes cellular or satellite connectivity sold by Edge (see B4). Edge is not responsible for the availability, speed, or security of any internet connection, including one Edge resells.

A11. Video retention and export

Your recorder stores video on its available storage and overwrites the oldest footage when that storage is full. How long footage remains available depends on the number of cameras, resolution, recording settings, activity, and installed storage, and Edge makes no guarantee of any specific retention period. Any retention figure on the Quote is a design estimate, not a commitment. If your Quote includes cloud video backup, cloud storage is governed by B2 and is limited to the storage allowance on the Quote. You own your recorded video and are responsible for exporting and preserving any footage you need for an incident, claim, or legal matter. Edge is not a records custodian and is not responsible for footage that has been overwritten or that was not recorded because of camera, network, power, or storage conditions. Footage retrieval assistance outside Protection Plan Plus is billable at Edge’s service rates.

A12. Training and handoff

At Installation Completion, Edge will provide one on-site or remote training session for your designated users covering live view, playback, export, and basic user management, and will deliver a handoff summary listing camera locations, the user logins Edge created, and the recording settings and estimated retention as configured. Administrator credentials are provided as described in A5. Additional training sessions, re-training for new staff, and updated documentation are included while Protection Plan Plus is in effect (see B1); otherwise they are billable at Edge's then-current rates.

A13. Access control

If access control is on the Quote: you are responsible for managing credentials, adding and removing users, and deactivating lost or former-employee credentials, unless Edge access control administration is listed as a service. Personnel and access-level changes you ask Edge to make must be sent in writing. You are responsible for compliance of locking hardware with building, fire, and life-safety codes, including free egress, and for any fire-alarm interface, unless that work is expressly listed on the Quote.

A14. Delays

- Edge is not liable for delays caused by events beyond its reasonable control, by you or your other contractors, by permits, by equipment availability, or by hidden site conditions.
- Please give Edge at least 24 hours' notice if a scheduled installation date needs to change. If Edge's crew arrives and cannot work because the site, power, or access is not ready, Edge will reschedule, and any return trip may be billed at the travel charge shown on the Quote.
- Estimated completion dates are targets. Time is not of the essence unless stated in writing.

A15. Services not included in Part A

Part A does not include live video monitoring, police or fire notification, or system health alerting. Those are provided only under Part B or Part C, and only when your Quote sells them.

PART B — Protection Plan Plus, Cloud, and Remote Access

> This Part applies only if the related option is listed on your Quote.

B1. Protection Plan Plus

Protection Plan Plus must be selected at the time of system purchase or Equipment Adoption (A7). "Covered equipment" means every item on the Quote or work order under which Protection Plan Plus was selected, plus any later addition for which the rate has been adjusted, unless the Quote or work order marks an item as excluded. Its monthly rate is based on the covered equipment and is stated on your Quote; it runs for the term shown there. Where the Quote states that a period of Protection Plan Plus is included in the purchase or lease price, that period is included at no additional monthly charge. If equipment is added later, the rate may be adjusted on written notice.

Protection Plan Plus is a service plan, not insurance. It does not replace property insurance on the equipment or satisfy any insurance requirement of a lessor, lender, or landlord. Keep the equipment on your property insurance. Theft and loss of equipment are not covered; if covered equipment is stolen or lost, you are responsible for obtaining a replacement through your insurance or a new purchase from Edge.

Protection Plan Plus includes:

Warranty extension
The Part A warranty continues for the Protection Plan term, subject to the Part A exclusions that Part B does not cover.

Repair service
Parts, labor, and travel to repair or replace covered equipment that fails under normal use, performed within a reasonable time after you notify Edge, during business hours Monday through Friday, excluding holidays. Replacement is with equipment of equivalent function at Edge's choice. Age alone does not exclude covered equipment; if a covered item reaches manufacturer end of life, Edge may identify it in writing at renewal, and after that notice it is excluded unless replaced. Repairs made necessary by alteration of your premises, unauthorized intrusion, misuse, or causes other than normal wear or a covered Damage Coverage peril are billable. Lift or trencher rental is not included.

Damage coverage
Repair or replacement of covered equipment damaged by acts of God, fire, lightning, water, insects, electrical surge, or vandalism, with equipment of equivalent function at Edge's choice. Damage coverage applies to the covered equipment only. It does not cover theft or loss of equipment, loss of use, business interruption, lost or overwritten video, damage to your premises, cabling runs that must be re-pulled through finished construction, your other property, batteries, or any loss other than physical damage to the covered equipment. Lift or trencher rental is not included. Parts D1 and D2 apply.

System Health Monitoring
Edge receives device-offline and health alerts from your recorder and cameras over your internet connection and will make a reasonable effort to contact the person you designate during business hours when a persistent condition is detected. Edge does not guarantee a response time. System Health Monitoring is not video monitoring, intrusion detection, or emergency response, and it depends on your internet, power, and network remaining in service. You remain responsible for testing the system and reporting problems.

Technical support
Phone and email support during business hours to diagnose problems and suggest resolutions for equipment Edge installed. Edge does not guarantee that every problem can be resolved remotely.

Training and documentation
Additional training sessions, re-training for new staff, and updated camera-location and login summaries on request, at no additional charge, scheduled during business hours.

Return of replaced equipment. Any equipment Edge replaces under Protection Plan Plus must be returned to Edge, regardless of its condition, including equipment damaged by fire, lightning, water, or vandalism. Edge collects it at the service visit or, for remote replacements, provides a return label; replaced equipment becomes Edge property. If the failed equipment is not returned within 30 days of replacement, Edge may invoice you for the replacement at Edge's then-current price.

B2. Cloud video backup

If purchased, Edge stores video in the cloud for the plan and storage allowance on the Quote; older footage is removed as the allowance is reached. You own the content of your video. Edge is not liable for data loss caused by your internet or equipment failure or by third-party network outages. Edge will use commercially reasonable efforts to maintain the service. Cloud services are not included in a hardware lease unless separately listed.

B3. Remote access and manufacturer platforms

If purchased, Edge enables remote viewing and control as designed. You supply internet service. Edge is not responsible for ISP outages, your router security, or lost passwords. You must protect logins and access codes.

Remote viewing, mobile apps, and cloud features run on platforms operated by the equipment manufacturer or another provider under that provider's terms. The provider may change, limit, or discontinue those platforms, and Edge is not responsible for their availability, performance, or changes. Firmware and software updates are not included unless Protection Plan Plus is on the Quote.

B4. Cellular and satellite connectivity

If the Quote includes cameras or sites that connect over a cellular network or satellite internet service (such as Starlink), the Quote states whether Edge or you provide the service. Where Edge provides it, Edge resells service from a third-party carrier or provider: it is a recurring service billed at the rate and term on the Quote, usage beyond the plan allowance is billed at the overage rate on the Quote, and any SIM, modem, or satellite terminal supplied by Edge remains Edge property unless the Quote sells it to you. Where you provide it, you are responsible for the account, coverage, and data charges. In either case the carrier or provider, not Edge, controls the network. Coverage, speed, latency, and uptime vary by location, weather, and provider, are subject to the provider's own terms and fair-use policies, and are not guaranteed by Edge. Edge is not liable for outages or service changes by the carrier or provider, and recording, remote access, and monitoring that depend on the connection are unavailable while it is down.

B5. Term, renewal, and price changes

Recurring Part B services run for the term on the Quote and then renew automatically month-to-month at the then-current rate unless the Quote says otherwise, so coverage does not lapse. Either party may end a month-to-month service with at least 30 days' written notice.

Rate changes. Rates for Protection Plan Plus and other recurring Part B services are fixed for the initial term on the Quote, except that (a) the rate may be adjusted when covered equipment is added (B1), and (b) Edge may pass through increases in third-party costs it does not control, such as cellular or satellite service, cloud storage, or monitoring-center fees, on at least 30 days' written notice. After the initial term, Edge may change rates on at least 30 days' written notice before the change takes effect. If you do not accept a rate change under (b) or after the initial term, you may end the affected service effective on the date the change would take effect by giving written notice before that date, with no early-termination fee under D6; other services on the Quote continue.

PART C — Virtual Guard Video Monitoring

> **This Part applies only if your Quote expressly includes Virtual Guard or another live video monitoring service.** If it does not, ignore this entire Part. It creates no obligations. Camera and recorder projects, and Protection Plan Plus System Health Monitoring, do not include live video monitoring.

C1. What Virtual Guard is

During the monitoring hours stated on the Quote, trained operators review events detected by your cameras and analytics, and respond according to the response plan agreed with you. Responses may include live voice-down through installed speakers, contacting the people on your call list, and requesting police or other emergency response where the operator reasonably believes it is warranted and local authorities accept such requests. Monitoring is event-based; operators do not continuously watch every camera.

C2. Your responsibilities

- Provide and maintain the internet connection, power, and camera coverage the service requires. If cameras, recorder, or internet are offline, events cannot be reviewed.
- Give Edge a written call list and response plan, and keep them current in writing.
- Post required signage, obtain any permits the local authority requires for monitoring or dispatch, and pay any false-dispatch fees assessed by the authority.
- Tell Edge in advance about scheduled after-hours activity, contractors, or deliveries so operators can avoid unnecessary responses.

C3. Limits of the service

- Edge and its operators cannot control, and are not responsible for, how or when police or other responders respond, or whether they respond.
- Analytics and operators may miss events or flag non-events. The service reduces risk; it does not eliminate it.
- Edge may suspend monitoring without prior notice during natural disaster, civil unrest, network or facility outages, unsafe site conditions, or excessive false events caused by site conditions, and will restore service when the condition is resolved. Suspension for non-payment follows the notice process in D5.
- Edge may use a third-party monitoring center to deliver the service. That center is bound by confidentiality and by these terms in its work for Edge. The monitoring center or its software platform may also have its own service terms, acceptable-use rules, or false-dispatch policies that you must accept to receive the service; Edge will provide them with the Quote or at onboarding, and may change monitoring centers on notice. Those terms govern your use of the center's platform; these terms govern your agreement with Edge. If the center's terms conflict with these terms on any matter between you and Edge, these terms control.

C4. Video and audio from monitoring

Edge and its monitoring center may record operator sessions, voice-down audio, and event clips for quality, training, and dispute resolution. Event clips and operator logs are available to you on request. You remain responsible for using audio and video devices lawfully.

C5. Term and changes

Virtual Guard runs for the term and rate on the Quote and continues month-to-month afterward unless the Quote says otherwise. Either party may end a month-to-month service with at least 30 days' written notice. Changes in camera count or monitoring hours may change the rate. The rate is otherwise fixed for the initial term, except that Edge may pass through increases in monitoring-center or communication costs on at least 30 days' written notice; rate changes after the initial term, and your right to end the service instead of accepting a change, follow B5.

PART D — General Terms

> This Part always applies.

D1. Edge is not an insurer

The equipment and services are designed to detect and reduce certain risks of loss. They do not eliminate risk. You should maintain property and liability insurance appropriate for your business. Edge's charges are based on you looking to your own insurance for loss, not on Edge guaranteeing outcomes.

D2. Limitation of liability

Except for Edge's gross negligence or willful misconduct, and except for Edge's warranty repair or replace obligations in Parts A and B:

- Edge is not liable for consequential, incidental, special, or lost-profit damages, or for burglary, theft, fire, data loss, or business interruption arising from system or service performance or non-performance.
- Edge's total liability for ordinary negligence or breach related to a claim is limited to the greater of (a) $2,500 or (b) six (6) times the monthly recurring fees Edge was charging for the affected service at the time of loss, and in any event not more than Edge's available insurance for that claim.
- If you wish to increase that contractual limit, you may request a written rider and pay an agreed annual fee. That rider is not insurance.

D3. Indemnity

You will defend and indemnify Edge and its employees, agents, and subcontractors against third-party claims arising from: (i) your misuse of the system; (ii) your failure to comply with law, including recording, audio, and privacy laws; (iii) hazardous or hidden conditions you failed to disclose; or (iv) conditions on your premises. This indemnity does not require you to indemnify Edge for Edge's own gross negligence or willful misconduct.

D4. Insurance and waiver of subrogation

You will maintain commercially reasonable general liability and property insurance. To the extent allowed by your policies and applicable law, you and Edge waive subrogation against each other for losses covered by insurance. When a project owner or lessor requires it, Edge or the lessor may be named as an additional insured or loss payee. Edge will provide a certificate of its own insurance on request.

D5. Suspension for non-payment

If an account is more than 30 days past due and undisputed amounts remain unpaid five (5) business days after written notice, Edge may suspend remote access, cloud retention, monitoring, and support, and may withhold administrator credentials until past-due amounts are paid. Basic on-site recording continues during suspension. A reactivation fee of $500 applies unless the Quote states a different amount. Cloud footage from a suspension period may be unavailable. You remain responsible for site security during any suspension, and Edge is not responsible for losses arising from a suspension due to non-payment.

D6. Early termination of recurring services

If you default on, or cancel before the end of the term, a recurring service billed by Edge (such as Protection Plan Plus, cloud, or Virtual Guard), you will pay amounts then due plus an early-termination fee equal to fifty percent (50%) of the remaining scheduled fees for the then-current term. Services provided under a third-party lease are governed by the lessor's documents. This section does not accelerate or penalize a completed, paid installation price.

D7. Term

- Installation obligations end at Installation Completion, subject to warranty and any Protection Plan on the Quote.
- Recurring services last for the term stated on the Quote, then continue month-to-month as described in Parts B and C.
- An equipment purchase does not create a multi-year service term unless the Quote expressly states one for a listed recurring service.

D8. Leases

If you choose the lease option on the Quote, the lease is with a third-party lessor and is subject to credit approval. The lessor's documents govern lease payments, term, ownership, buyout, insurance certificates, and the lessor's remedies. These terms govern Edge's installation, warranty, and services. A hardware lease does not include live video monitoring or cloud services unless they are separately listed.

D9. Confidentiality

Each party will keep the other's non-public information confidential and use it only for this agreement. For Edge, that includes your system configuration, credentials, site plans, floor plans, personnel lists, and any video Edge accesses while providing service or monitoring. Edge shares that information only with employees, subcontractors, monitoring centers, and vendors who need it to serve you and who are bound by confidentiality. Either party may disclose information when required by law, subpoena, or court order, after giving the other party notice where legally allowed. This section survives the end of the agreement.

D10. Force majeure

Neither party is liable for failure or delay caused by events beyond its reasonable control, including weather, natural disaster, fire, epidemic, civil unrest, labor disputes, government action, utility or carrier outages, or supplier and manufacturer delays. The affected party will notify the other and resume performance as soon as reasonably possible. This section does not excuse payment for products or services already delivered.

D11. Disputes and governing law

- Before starting a lawsuit, each party agrees to notify the other in writing of the dispute and to have a representative with authority to resolve it confer in good faith within 30 days. Either party may proceed if the dispute is not resolved in that period.
- These terms are governed by the laws of the State of Georgia, without regard to conflict-of-law rules.
- Exclusive venue for any dispute is the state or federal courts in the county of Edge's principal place of business (Cobb County, Georgia), unless both parties agree in writing after a dispute arises to mediate or arbitrate in Georgia.
- Where allowed by law, each party waives trial by jury.
- Any claim must be brought within two (2) years after it accrues, unless a longer period is required by law.
- To the extent allowed by law, claims may be brought only in an individual capacity and not as a class or representative action.
- The prevailing party may recover reasonable attorneys' fees and costs as allowed by law or as agreed here.

D12. Assignment and subcontractors

Edge may use qualified subcontractors and remains responsible for Edge's work. You may not assign this agreement without Edge's written consent, which will not be unreasonably withheld. Edge may assign this agreement to a company licensed to perform the services and, upon assignment, is relieved of further obligations.

D13. Other Edge services

Edge Business Internet and Voice services are governed by the Edge Business Services Customer Terms and Conditions, Service Level Agreement, and Acceptable Use Policy published at edgebusinesssecuritycameras.com, not by this packet.

D14. Notices

Notices under these terms must be in writing and may be sent by email. Notices to Edge go to **info@edgecctv.com**, or to another address Edge designates in writing. Notices to you go to the email address or mailing address on the Quote, or to another address you designate in writing. An emailed notice is effective when sent on a business day, or on the next business day otherwise.

D15. Entire agreement; severability; waiver; survival

These terms, the Quote, and the Schedule of Equipment and Services are the entire agreement. If anything in these terms describes a product or service that is not on your Quote, the Quote's scope and pricing control. Changes must be in a writing signed by both parties or accepted electronically. If any provision is held unenforceable, the rest remains in effect and the provision will be enforced to the maximum extent allowed. A party's failure to enforce a provision is not a waiver of it. Payment obligations, warranty disclaimers, limitation of liability, indemnity, confidentiality, and dispute provisions survive the end of the agreement.

PART E — Site Conditions and Miscellaneous

> This Part always applies.

E1. Hidden and hazardous conditions

You will notify Edge in writing of any known undisclosed, concealed, or hazardous conditions in areas where work is planned. If Edge discovers suspected asbestos, mold, or other hazardous material, Edge will stop work in that area and notify you. You are responsible for remediation. If work is delayed for that reason, Edge receives a reasonable extension and you will reimburse Edge's reasonable documented additional costs caused by the delay. If Edge reasonably determines that continuing work poses a risk to its people, Edge may terminate the affected work on three (3) days' notice and you will pay for services and materials provided to the date of termination.

E2. Permits, fines, and witness time

You are responsible for required permits and for fines assessed by any authority in connection with the system unless the Quote states that Edge will obtain a specific permit. If you or a third party subpoenas or summons Edge personnel for appearances, footage authentication, or related services, you will pay Edge $150 per hour plus expenses.

E3. Lien rights (Georgia)

Edge furnishes labor, services, and materials that improve real property and reserves its rights under Georgia's mechanics' and materialmen's lien law, O.C.G.A. § 44-14-360 et seq. Nothing in these terms waives those rights in advance, and no such advance waiver would be enforceable under O.C.G.A. § 44-14-366(b). On receipt of payment, Edge will provide the statutory Waiver and Release of Lien and Payment Bond Rights form under O.C.G.A. § 44-14-366 for the amount paid. If you are not the owner of the property, you represent that you are authorized to contract for the improvements and that the owner consents to the work. For projects outside Georgia, Edge reserves equivalent rights under the lien law of the state where the property is located.

E4. Credit investigation

For financed jobs, leases, or payment terms, you and any guarantor authorize Edge and the lessor to conduct reasonable credit investigations.

E5. Electronic media

Edge may store this agreement in electronic form. A copy produced from that form is legally equivalent to the original. Electronic acceptance is binding.

E6. Non-solicitation

During the project and for twelve (12) months afterward, you will not solicit for employment, or hire, any Edge employee who performed services at your site, without Edge's prior written consent. If you breach this section, you will pay Edge its reasonable recruiting and training costs, not to exceed six (6) months of that employee's base compensation.

PART F — Mobile Surveillance Trailer Rental

> This Part applies only if a trailer rental is on your Quote or work order.

F1. Rental period and charges

The monthly rental amount, rental duration, replacement value, and any delivery, pickup, or cellular data charges are stated on the Quote or the Edge work order for the trailer. Rent is due in advance each period. You are responsible for

rent for the full stated duration even if you return the trailer early, unless Edge agrees otherwise in writing. After the stated duration, rental continues month-to-month until you give at least 30 days' written notice. Rent and your responsibility under F3 end on the off-rent date stated in your notice, provided the trailer is accessible for pickup on that date; if Edge does not pick it up within five (5) business days after that date, no further rent accrues and risk of loss passes back to Edge. If the trailer is out of service for more than 48 consecutive hours for a reason not caused by you or your site conditions, Edge will credit rent pro rata from your report until service is restored. Rent is fixed for the stated duration; Edge may pass through increases in cellular data costs on at least 30 days' written notice, and may change rent for any month-to-month period on the same notice, in which case you may end the rental on the off-rent process above with no early-termination fee.

F2. Placement and care

- Edge places the trailer where you direct, on ground you confirm is suitable and lawfully available. You will not move, tow, or relocate the trailer; call Edge to reposition it.
- You will keep the trailer secured, keep solar panels unobstructed, and notify Edge promptly of damage, tampering, or outage.
- Edge will service the trailer during business hours. Downtime caused by weather, cellular coverage, obstruction, or site conditions is not a breach.

F3. Risk of loss and insurance

From delivery until the off-rent date under F1 (or pickup, if earlier), you are responsible for loss, theft, or damage to the trailer and its equipment, up to the replacement value stated on the Quote or work order, except normal wear, defects in the trailer or its equipment, and damage caused by Edge. You will carry property insurance covering the trailer at your site and name Edge as loss payee on request.

F4. Retrieval

Edge may retrieve the trailer at the end of the rental duration on the work order, on 24 hours' notice if the account is in default, or immediately if the site becomes unsafe. You will provide access for retrieval. Video stored on the trailer is subject to Part A11.