

Terms & Conditions

1. The Doctor Alert On The Go comes with a 14 Business day money back guarantee. Simply return the alarm unit in it's original packaging within 14 Business day of purchase for a refund. Once we receive the alarm in it's packaging we will refund you the purchase price less £30 (Postage,paperwork,Sim and Device Activation) within 14 Business day.

2. If you have our Mobile Alert System, monitoring service will not begin and Company and the Central Station will have no obligation to notify emergency personnel or other persons identified as emergency contacts until

(1) Company has received your emergency contact information

(2) You have called to activate system and sent a test signal from the system which was successfully received by the Central Station. Please note you must have adequate <service provider> cellular coverage in the area where system is being used. You are responsible for testing your mobile device everywhere you go. Subscriber should also understand that their physical location will be used in connection with providing the service and that authorized caregivers may request your current location via our secure web portal. You hereby agree that the Company and the Central Station may provide the Responders and any other necessary third parties, as determined by us and the Central Station in our reasonable discretion, with access to your physical location. You hereby release the Company and the Central Station of all liability which may arise out of disclosure of such information to Responders and any other necessary third parties.

3. The Company assumes no liability for delays in equipment installation, interruption of services due to strikes, riots, floods, fires, acts of God, mechanical or electrical equipment failures, or any cause beyond the control of the Company, and will not be required to supply service which said interruption may continue.

4. In the event the Subscriber violates any part of this agreement, misuses or damages the System or causes an excessive number of false alarms, the Company may suspend all service and terminate this agreement upon giving thirty (30) days written notice to the Subscriber.

5. NO WARRANTY OR REPRESENTATION:

The company does not represent or warrant that the system may not be compromised or circumvented or that the system will prevent personal injury, loss of life or property, or damage, or that the system will in all cases provide the protection for which it is intended. The company expressly disclaims any implied warranties, including the implied warranties or merchantability or fitness for a particular purpose, and the subscriber has not relied upon any representation or warranty. The subscriber acknowledges that any affirmation of fact or promise made by the company or its agents, servants or employees shall not be deemed to create an express warranty unless included in the agreement in writing.

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6. TESTING OF THE SYSTEM:

The parties hereto agree that the equipment is in the exclusive possession and control of the Subscriber and that it is the Subscriber's sole responsibility to test the operation of the equipment and to notify the Company, in writing, if any equipment is in need of repair or service. The Company shall not be required to service the equipment unless it has received such written notice from the Subscriber. The Subscriber further acknowledges that the System may be dependent upon the proper functioning of a battery. If the battery needs service, the Subscriber must notify the Company in writing. The Company shall have a period of forty-eight (48) hours after such written notice within which to provide service exclusive of weekends and holidays. In the event Subscriber moves the System from the location where it is originally installed, or in case any utility such as the telephone company or power supplier make any repair or interrupts service, Subscriber agrees to immediately notify the Company and to retest the System, as herein above provided, without delay.

7. In the event that any of the terms or provisions of this agreement shall be invalid or inoperative, all of the other terms thereof shall remain in full force and effect.

8. It is specifically agreed that the Subscriber shall not be permitted to assign this agreement without the prior written consent of the Company, and any such assignment without such prior approval shall be deemed a breach of this agreement. The Company shall have the right to assign this agreement to any other company engages in the business similar to that of the Company and upon such assignment shall be relieved of any obligations created therein.

9. Where you do not have any nominated contacts, or a key safe, and the emergency services are called, they may be required to force entry to your property.

10. Subject to there being a strong enough mobile phone signal to make the call/send the text at the time

11. Please note that as the nature of a fall can vary dramatically the pendant does not detect 100% of falls but significantly increases the wearers protection. Soft falls e.g. a slide down the wall, or from a chair, may be harder to detect than hard falls e.g. a trip while walking. Some hard falls may also not be detected.

[Note: Pendant color may vary and cannot be specifically requested (Blue or Black)]