



## **TERMS AND CONDITIONS OF SERVICE FOR BUG SWEEPING (TSCM) SERVICES**

### **1. Introduction**

1.1. These Terms and Conditions govern the provision of Technical Surveillance Countermeasures (TSCM) services by TSCM International LLC (the “Company”) to clients (the “Client”). By engaging the services of the Company, the Client agrees to these Terms and Conditions.

### **2. Scope of Services**

2.1. The Company provides TSCM (bug sweeping) services to detect and remove unauthorised surveillance devices from premises and equipment. The specific scope of the service will be outlined in the service agreement signed prior to the commencement of any work.

### **3. Payment Terms**

3.1. Private Clients: A non-refundable deposit of 50% of the total service fee is required before the service begins. The remaining balance is due upon completion of the service.

3.2. Corporate Clients: Payment is due in full within 28 days of the invoice date. Invoices will be issued 3-5 working days after the completion of the service, along with the corresponding reports.

### **4. Late Payment**

4.1. A late payment fee of 10% of the total invoice amount will be applied if payment is not received within 28 days from the date the invoice is sent.

4.2. If the payment is not received after 40 days, any discount given will be removed.

### **5. Cancellation Policy**

5.1. All service requests are placed in advance and may be paid in full prior to the service, through a 50% deposit, or by invoice after the service (for regular clients or when agreed).

5.2. Cancellation of Security Services: All cancellations must be received in writing via email at [info@bug-sweeping.com](mailto:info@bug-sweeping.com) and must be submitted at least 14 days prior to the service start date. Cancellations after this period will be subject to a cancellation fee equal to the full agreed service fee or, where a deposit was paid, the deposit will be non-refundable.

5.3. No Refunds: We are unable to offer refunds for services after they have been

carried out.

## **6. Client's Obligations**

### **6.1. The Client shall:**

- 6.1.1. Provide the Company's TSCM Operative(s) and other authorised personnel access to the premises at all reasonable times for the provision of services.
- 6.1.2. Provide the Company and/or the TSCM Operative(s) with all necessary information related to the premises and the performance of services, as reasonably requested.
- 6.1.3. Prior to the commencement of services, provide any house rules or specific guidelines that must be adhered to during the provision of services.
- 6.1.4. Endeavour to keep the Company informed of any special requirements related to the provision of services, and the Company will promptly comply with those requirements as necessary. Such compliance will not result in additional fees unless it reduces the service cost, in which case fees will be adjusted accordingly.
- 6.1.5. Notify the Company promptly if the Client or any third party (excluding the Company's subcontractors) takes any actions that may prevent or delay the provision of services.

## **7. Confidentiality**

- 7.1. All findings, reports, and information obtained during the TSCM service will remain confidential and will not be disclosed to third parties without the Client's prior written consent, except where required by law.

## **8. Liability**

- 8.1. The Company will perform the TSCM services with reasonable care and diligence. However, the Company is not liable for any loss or damages arising from the use or misuse of the service, except in cases of proven negligence or willful misconduct.

## **9. Governing Law**

- 9.1. These Terms and Conditions are governed by and construed in accordance with the laws of the UAE. Any disputes arising from or related to these Terms and Conditions will be subject to the exclusive jurisdiction of the UAE courts.

## **10. Amendments**

- 10.1. TSCM International LLC reserves the right to amend these Terms and Conditions at any time. Any amendments will be communicated to the Client before the service agreement is signed.

## **11. Acceptance of Terms**

- 11.1. By engaging the services of TSCM International LLC, the Client acknowledges and agrees to these Terms and Conditions.

BY RESPONDING TO THE SERVICE AGREEMENT EMAIL IN THE AFFIRMATIVE, YOU  
HAVE AGREED TO THESE TERMS AND CONDITIONS