

## CAPROCK RENTALS VIDEO SURVEILLANCE SERVICE AGREEMENT

This Service Agreement ("Agreement") is a binding legal document between you ("Client" or "End User") and Caprock Rentals ("Company") for the use of video surveillance equipment and services ("Services"). By accessing or using our Services, you agree to the terms outlined herein. If you do not agree, you may not use the Services.

This Agreement supplements any other contracts or agreements entered into with Caprock Rentals. The Company reserves the right to modify this Agreement at any time by posting updates on its website. Continued use of the Services indicates your acceptance of the updated terms.

### 1. Client Responsibilities

- It is the Client's responsibility to assess and determine security needs, including the type and placement of surveillance equipment. The Company makes no guarantees about the adequacy or suitability of the Client's surveillance system or equipment.
- Client grants the Company and its personnel ongoing access to the project site for installation, maintenance, relocation, and other necessary services.
- The Client must obtain and maintain any permits or licenses required for the installation and operation of the surveillance system.
- The Client shall maintain insurance against loss or damage to the equipment for its full replacement value and name Caprock Rentals as the loss payee.
- The Client is responsible for providing adequate site lighting, fencing, and perimeter control to ensure system effectiveness.
- Equipment relocation requires at least two business days' notice. Any changes to the system necessitated by site alterations must be approved and performed by Caprock Rentals at the Client's expense.

### 2. Company Responsibilities

- The Company will assign, direct, and supervise its employees, agents, and contractors working at the Client's premises.
- The Company will maintain appropriate insurance for its personnel, including General Liability, Workers' Compensation, and Automobile Liability coverage, and provide evidence of coverage upon request.
- The Company will provide training on system access and video review.



### 3. System Monitoring and Performance

- Monitoring services, if included, are conducted by certified third-party central stations. Caprock Rentals is not responsible for live monitoring or real-time alerts.
- Excessive false alarms caused by misuse or negligence may be deemed a breach of this Agreement. The Company reserves the right to suspend service until the Client addresses the issue.
- The Company is not liable for interruptions in service caused by factors beyond its control, including weather, utility failures, or internet disruptions.

### 4. Footage Storage and Access

- Recorded footage is stored for 30 days unless otherwise agreed upon.
- Archived footage is available upon written request by the Client's authorized representative. The Company may provide footage to law enforcement upon lawful request.
- It is the Client's responsibility to review archived footage. The Company may assist upon request but is not obligated to conduct regular footage reviews.

### 5. Term and Termination

- This Agreement is valid for the Initial Term and renews monthly unless terminated by either party with 30 days' written notice.
- The Company may terminate the Agreement immediately if the Client fails to meet payment obligations or breaches any terms.
- Upon termination, the Company may retrieve its equipment from the Client's premises.

### 6. Ownership and Intellectual Property

- All surveillance equipment remains the property of Caprock Rentals. The Client may not assign, sell, encumber, or tamper with the equipment.
- All intellectual property, including patents, copyrights, and trade secrets, remain the exclusive property of the Company.

### 7. Force Majeure

- The Company is not liable for delays or failures to perform caused by conditions beyond its control, including acts of God, natural disasters, strikes, or governmental actions.

