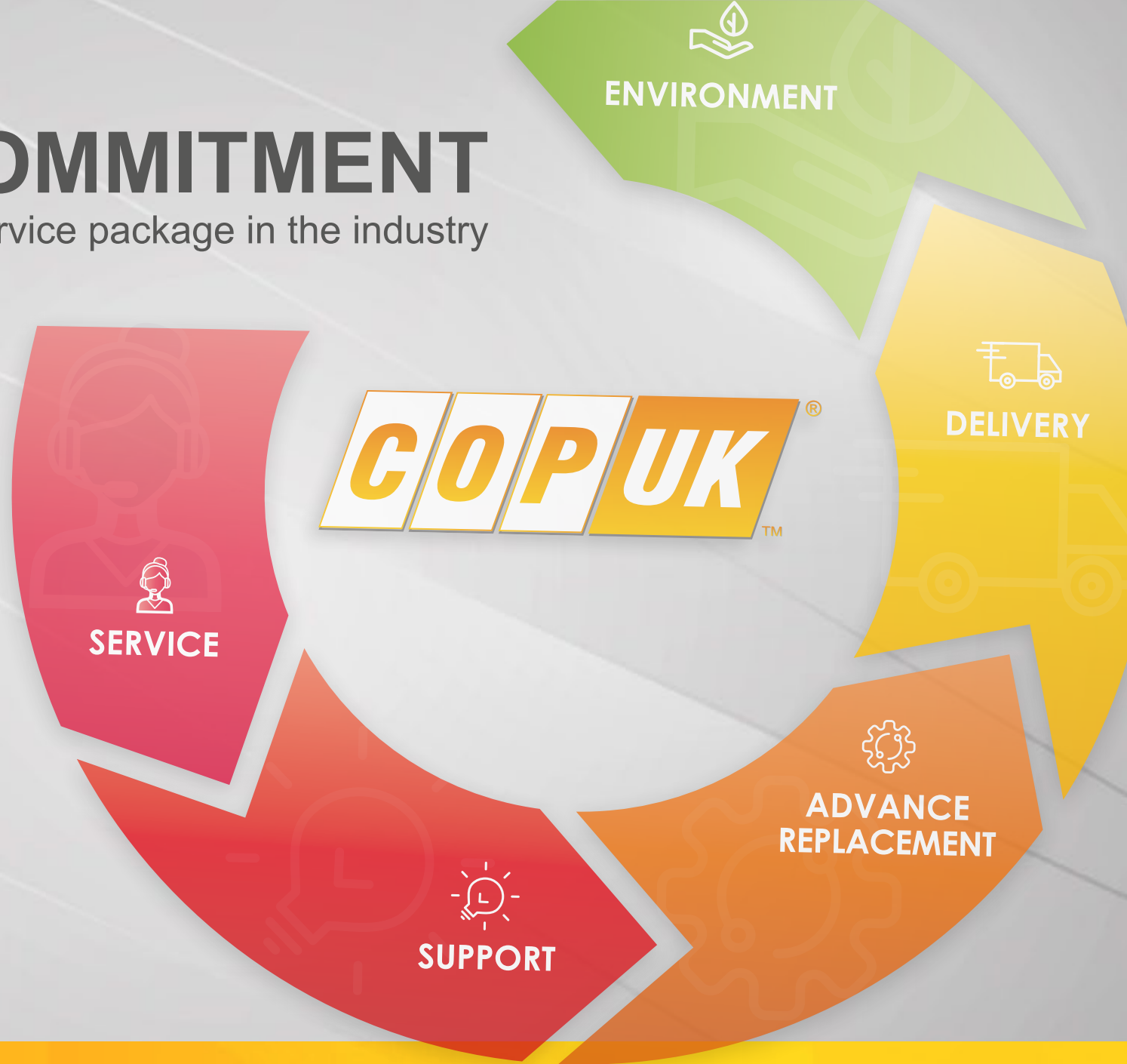


February 2021

THE COP COMMITMENT

The most comprehensive service package in the industry



ENVIRONMENT



DELIVERY



ADVANCE
REPLACEMENT



SUPPORT



SERVICE



SERVICE

As a UK based manufacturer and distributor of CCTV products with over 24 years experience, we offer a great deal more than other CCTV companies, the very best in customer service.

LARGE STOCK HOLDING

COP boasts a £4million product stock holding, meaning that we can provide high levels of stock availability at all times.

SAME DAY ACCCOUNT OPENING

You can have a credit account open & purchase from us the same day you apply. If you do not require a credit account, we accept all major credit & debit cards.

ORDERS DELIVERED NEXT DAY

Same day dispatch if ordered before 5pm & free next day delivery on ALL orders. We also offer timed deliveries 7 days a week.

LONG WARRANTIES & MONEY BACK GUARANTEE

We offer industry leading service & support on products bought from us including a no quibble, money back guarantee.

Up to 4 Year Warranty | Up to 4 Year Advance Replacement | 30 Day Money Back Guarantee

If you change your mind about a purchase for any reason, you may return it to us (in it's original condition) within 30 days and we will issue a full refund.

SIMPLE RETURNS POLICY

We will arrange a collection free of charge for any faulty products within their warranty period that you wish to return.

PRICE MATCH GUARANTEE

We guarantee to price match any genuine quote from official, UK distributor sourced Hikvision product including NVRs, DVRs & Cameras. Supply us with a valid written quotation and we will match the quoted price.



View our Service video

SUPPORT

As a UK based manufacturer and distributor of CCTV products with over 24 years experience, we offer a great deal more than other CCTV companies, the very best in customer service.

TECHNICAL SUPPORT THAT IS SECOND TO NONE

As part of our commitment to our customers, we offer a comprehensive technical support service online and over the phone. We offer support to all our customers on all COP products, including FREE remote networking setup.

COMPLETE ONLINE BACKUP

Online resources to help support you.

As well as access to our online store our web site also has a wealth of technical information and the latest software for our products available to download.

SEAGATE DATA RECOVERY SERVICES

Seagate have created the ultimate in-lab data recovery service to ensure you are able to recover any lost data.

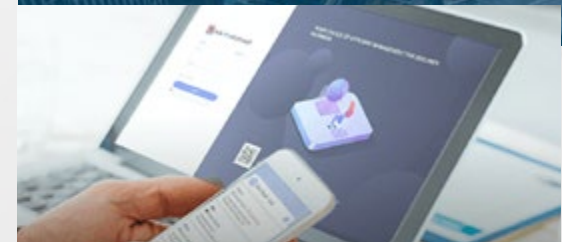
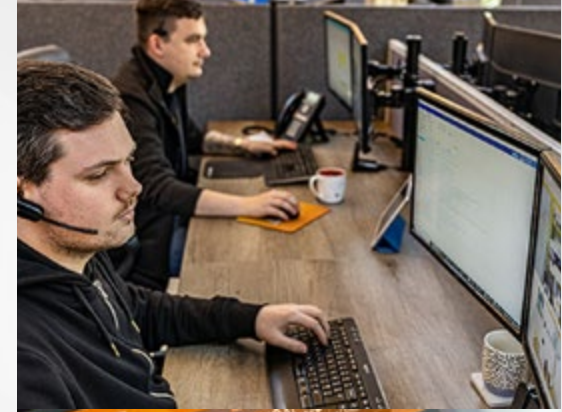
This service covers human error, viruses, software corruption, natural disasters & mechanical damage e.g. vandalism.

Free on all HDD's supplied by COP UK

90% success rate

No hidden costs

Online registration



View our Support video

ADVANCE REPLACEMENT

Most of our products are covered by our advance replacement scheme, so if your product falls faulty within its warranty period, we will dispatch a new replacement unit the very same day... No invoices, no delivery fees & no collection fees.

REPLACEMENT UNITS WHEN YOU NEED THEM*

Sometimes things go wrong, our advance replacement scheme gets you back up and running... fast.

Most of our products are covered by an advance replacement warranty, so if your product falls faulty within its warranty period we will dispatch a new replacement unit the very same day you notify us of the fault, we'll collect the old one free of charge too.

Once you have replaced the faulty product, we will arrange for the item to be collected free of charge. You then keep the new product and we keep the faulty product, its that simple! (terms and conditions apply).

HOW IT WORKS

You call



If your product goes faulty give our expert technical support team a call to arrange a replacement

We ship



Once our technical team have confirmed the fault we will ship a replacement to you free of charge.

We collect



When your replacement has arrived, we will then collect your faulty unit at a time that is convenient for you.

* Advance replacements are unavailable for wholesale customers.



View our Advance Replacement video

DELIVERY

All orders are carefully packed, dispatched and tracked to ensure they arrive quickly and in perfect condition. Our knowledgeable sales team are available on the phone to discuss your delivery requirements.

DELIVERIES BY DPD

We offer a UK next day delivery service and a European next day or 2 day service on all our products. We have a very close relationship with our couriers and we track every single consignment.

We can specify a unique one hour delivery window (via email or text) so installers won't have to wait around for a shipment to arrive.

PREDICT - ONE HOUR DELIVERY TIME SLOT

DPD Local is the most innovative parcel carrier around.

Thanks to their industry-leading Predict service, they provide parcel recipients with a one hour delivery window, notified by SMS and email, so they don't have to wait in all day. DPD allow you to use SMS or email to Change the delivery date, opt for delivery to a neighbour, have goods delivered to a safe place or collect from a DPD Local depot.

YOUR DPD APP, TRACK DELIVERIES ON THE GO

Your DPD lets you arrange the best possible delivery experience.

Personal Delivery Preferences

If you're not going to be in, you can use the DPD app to make sure you can still receive your parcels. We deliver straight to your chosen DPD Pickup location or, to your chosen neighbour or safe place. You select your preferences and we'll make sure we follow your instructions every time!

30 Minute Delivery Alerts

DPD will let you know in advance when to expect delivery and when we are just 30 minutes away.



View our Delivery video

ENVIRONMENT

We've taken important steps to promote environmental good practice and are determined to make a difference through our daily actions.

WORKING GREENER & INSPIRING CHANGE

We're committed to working greener & inspiring change. We are proud to be 0% additional plastic packaging free & free of all single-use plastics!

OUR ACHIEVEMENTS SO FAR...

Making strides to reduce our environmental impact.

We have invested in complete recyclable packaging, from our trade counter bags to the tape we use to seal our boxes. We recycle 99% of our general waste and have successfully reduced single plastic use in the office by 100%.

REDUCING OUR PAPER USAGE

Using digital technology to save paper.

The Digital Pricelist and QR code links for digital manuals are just two of the many steps we are taking to reduce our environmental impact. These interactive documents can be accessed anytime, anywhere, anyplace and are always up to date.

OUR PACKAGING POLICY

For packaging we use;

Gummed reinforced papertape reducing the amount needed by 75% compared to traditional tape.

Recycled cardboard boxes sourced from environmentally friendly suppliers with a strong sustainability policy.

Biodegradable bubble-wrap

Paper Trade Counter Bags

100% biodegradable AIRplus BIO Air Cushion Packaging

IN THE OFFICE...

We have take a number of steps to keep our office waste to a minimum.

All of our invoices are now sent digitally

We have reduced individual paper consumption by 90% & printers throughout the office by 95%

All office paper is environmentally approved paper, from sustainable sources.

Separated waste communal bins to ensure the majority of our waste is recycled effectively.

We are actively working with our suppliers to ensure we are reducing our environmental impact where possible.

We have removed all single use plastic from our office!

100%
ADDITIONAL PLASTIC
PACKAGING FREE

FREE
OF SINGLE-USE
PLASTICS



Our boxes are
100%
recyclable,
biodegradable
& compostable.



View our Environment video

WORKING IN PARTNERSHIP

We have been serving the security industry for over 24 years, building strong & lasting relationships with our customers through a commitment to provide the highest quality service and assurance possible.

PRICING

COP UK will review pricing every month to ensure the prices follow any changes in the recommended HIKVision trade prices and market conditions.

Your specific prices are loaded onto our website and are kept up to date every month

We have digital price list that is automatically updated every month, this also has your specific pricing.

UNBRANDED INSTRUCTIONS

All recorders from HIKVision have unbranded digital instructions, these are accessed by a smart phone using a QR code either on the product or on an unbranded card included with each product. These are free of charge.

CUSTOMISED VIDEOS

It is possible for COP UK to provide customised versions of its monthly HIKVision product feature videos. These carry your full branding and can be used as advertising and social media posts. These are free of charge.

UNBRANDED SHIPPING DIRECT TO CUSTOMERS

It is possible for COP UK to ship direct to your customers, this will be done in plain boxes and no paperwork. However, the tracking information will carry the COP name. This service is an exception to our normal delivery procedures and is NOT intended to be carried out on a regular basis.

HIKVISION VASP PARTNER

COP UK have ensured that if you are Value Added Solution Partner (VASP) you can still get all the benefits if you purchase any HIKVision product from COP UK.

If you are not yet a VASP partner we can introduce this to you and help you apply to become a member

HIKVISION WARRANTY

COP UK offer a full warranty on all speed HIKVision speed domes and recorders; these are also included in our advanced replacement program.

