



KeepWatchly

Security Company Vetting Checklist

Every license, document, and question to clear before you let a security company into your home or business.

A free guide from KeepWatchly — the free, multilingual service that helps you plan home and business security and get matched with licensed, insured security companies near you. **KeepWatchly is a free matching service, not a security or alarm company.**



Why vetting matters

Security is a trust business, and high-pressure sales are common. A few minutes of checking protects you from a bad contract, an unlicensed installer, or a company that won't be there when you need them.

Use this list before you sign.

License, registration, and insurance

- ✓ The company is licensed and, where your state requires it, registered to sell or install alarms.
- ✓ The installer / salesperson carries ID and registration if your state licenses solicitation.
- ✓ The company carries liability insurance (ask for proof).
- ✓ You verified the license number yourself with your state, not just took their word.

The contract and monitoring

- ✓ Contract length is clearly stated (and you're comfortable with it).
- ✓ The monthly monitoring fee is in writing.
- ✓ Auto-renewal terms are explained — and how to stop it.
- ✓ Early-termination fees are spelled out.
- ✓ You know who owns the equipment if you cancel.
- ✓ Cancellation and 'cooling-off' rights are explained in writing.

Equipment and service

- ✓ You know exactly what equipment is included and what costs extra.
- ✓ Warranty and who handles repairs is clear.
- ✓ Response steps and your call list are explained.
- ✓ Any guarantee is in writing — and you understand no one can guarantee safety.

Red flags — slow down or walk away

- ✓ 'Sign today only' or 'this price disappears tonight.'
- ✓ Pressure at your door after a 'break-in in the neighborhood' story.
- ✓ Won't give you the contract to read or take away.
- ✓ Vague about license, insurance, or the monthly fee.
- ✓ Asks for financial account numbers up front.

Take your time. A reputable company is happy to wait while you read the contract and compare quotes. You can get matched, free, with licensed companies at keepwatchly.pages.dev/get-matched/ and compare them side by side.

