

**SERVICES: AMC POLICY
ANNUAL MAINTENANCE CONTRACT**

Product Category: AIR CONDITIONER

BSD undertake Annual Maintenance Contract for following product under terms and conditions as mentioned

Non Comprehensive

| Product | Capacity | Tenure | Charges | GST |
|-------------|----------------|--------|---------|-----|
| Window AC | 1.0 to 2.0 Ton | 1 Year | 1650 | 18% |
| Split AC | 1.0 to 2.0 Ton | 1 Year | 1650 | 18% |
| Inverter AC | 1.0 to 2.0 Ton | 1 Year | 1700 | 18% |

Comprehensive

| Product | Capacity | Tenure | Charges | GST |
|----------------------------------|----------------|--------|---------|-----|
| Window AC | 1.0 to 2.0 Ton | 1 Year | 2600 | 18% |
| Split AC | 1.0 to 2.0 Ton | 1 Year | 2600 | 18% |
| Inverter AC (Without Compressor) | 1.0 to 2.0 Ton | 1 Year | 2700 | 18% |
| Inverter AC | 1.0 to 2.0 Ton | 1 Year | 4900 | 18% |
| Cassette/Tower/Chiller | per ton | 1 Year | 1550 | 18% |

SCOPE OF WORK :

All Type of Air-Conditioner AMC & CMC (comprehensive) Contract

Non Comprehensive AMC Includes

- Four routine services
- Immediate attendance of breakdown, if any
- Labour Charges for any repair and service

Extra Charges Excludes:

All Parts to be replaced are to be purchased at Extra cost from AMC @ market Rates

- Plastic Items
- Air filter
- Sheet Metal Parts
- Condenser & Evaporator Coils
- Remote Control
- Voltage Stabilizers & Scanners
- Circuit breaker
- Thermocol Parts
- Compressor
- Refrigerant gas charging
- Fan Motor
- P.C.B.
- Magnetic Switch
- Transformer

CMC: Comprehensive Maintenance Contract.

CMC contract include one year warranty for air-conditions, electric parts, gas charging & compressor with four times service & complaint

Comprehensive Maintenance Contract includes

- Four routine services

- Immediate attendance of breakdown, if any
- Refrigerant gas charging, if necessary
- Compressor
- Fan Motor
- P.C.B.
- Magnetic Switch
- Transformer
- Condenser & Evaporator Coils
- Remote Control Handset

Extra Chargeable Excludes:

- Plastic Items
- Air filter
- Sheet Metal Parts
- Voltage Stabilizers & Scanners
- Circuit breaker
- Thermocol Parts

Our Valuable Services:-

- Immediately response at short notice (within 24 - 48 hrs)
- Annually 4 services on quarterly basis, that we remind you on call.

Terms & Conditions :-

- AMC will cover waiver of the visiting charges and 04 routine service charges during the period of contract.
- Incase of NON Comprehensive AMC If any spare required for repairing of the product after receiving breakdown complaints, company will provide the same on chargeable basis
- Any change of address must be notified by the customer in advance
- The company shall be under no obligation to provide repair / service because of improper use, unauthorized alteration, modification or substitution of any part or Sr. No. of the machine is altered, defaced or removed, abnormal voltage fluctuation, rat bite, neglect, acts of god like floods, lightening, earthquakes etc. Or causes other than ordinary use. If our services are required as a result of the causes stated above, such services shall be at extra
- While every effort shall be made to give preferential attention to emergency breakdown of the equipment, the company shall not be held responsible for any loss arising
- In case the customer wants to cancel the contract before the completion of the contract period, there shall be no refund of the charges for unexpired period
- The contract is not transferable in event of resale / gift to any other person and no refund shall be given
- The equipment bought to the service center will remain there at customer risk and the company will not be responsible for any damages caused due to the factors beyond its control
- Transportation for taking appliance to the Authorized Service Center for repairs shall be borne by the customer as per the applicable rates
- Damage to the product or any parts due to Transportation / Shifting is not covered under this contract
- Acceptance / Renewal of AMC after expiry of the contract shall be at the discretion of the company
- All disputes are subject to Panchkula Jurisdiction

Customer Signature: