



Date: 8-2-2017

M/S : Clove Dental Jaipur

Address: B 282 gomes defence colony Vaishali nagar Jaipur

Contact Person: Mr Chakrdhar Padhi

Mob: 7982462065

Email Id: chakradhar.padhi@clovedental.in

Client ID :

Password :

Subject: Non Comprehensive (AMC) Annual Maintenance Contract

Financial Summary :

| S.No | Service Offering | Frequency | No of visits | Yearly Charges | No. of premises/branch | Total |
|------|---|-----------|--------------|----------------|------------------------|--------------|
| 1 | Non Comprehensive AMC Electrical-Plumbing-Carpenter | Monthly | 36 | 10000 | 4 (clinics) | 40000 |
| 2. | Non Comprehensive AMC Generator up to 15KVA | Quarterly | 4 | 4000 | 4 (clinics) | 16000 |
| | Total | | | | | 56000 |
| | Service tax @15% | | | | | 8400 |
| | Total | | | | | 64400 |

Terms and Condition :-

1. Payment: 100% advance.
2. All spares parts charges extra.
3. Contract validation would be minimum 1 year.
4. Service Tax as per applicable or as per norms.
5. Monthly visits contains 3 service visit per month.

Visit Frequency :-

Weekly.....Monthly.....Fortnightly.....
Quarterly.....Others.....

Remark: ...All parts filters fuel etc will be in scope of client.....

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General Terms and conditions of Annual maintenance contract :

1. Acceptance of AMC depends on condition of the Machine, Duration of this agreement will be ONE YEAR w.e.f. date of receiving full earnest.
2. **The Controllers /machine/ equipment are expected in good working condition while accepting the contract.**
3. All recommended tools, instruments, clothe, CTC, lubricants, oils, etc., is in the scope of the customer. In addition, we request the customer to provide basic help to our technician like the material handling equipment, semiskilled labour, etc.
4. **The customer is expected to keep available the said machine / s or other facilities. In case of any difficulty the date should be changed in advance by mutual consent. Alternatively the visit will be treated as completed.**
5. It is possible that machine/circuit/ covered under the plan can breakdown. Our services will in any case be available in such event at an extra cost.
6. **We can also undertake overhaul/repairs of subassemblies / assemblies at an extra cost.**
7. All the Arrangements for climbing/harnessing/hanging such as Ladder, harness, rope etc. if used during the work should be provided by the client itself.
8. In case of any dispute between the customer and "Mr. Repair", the parties agree to resolve the matter amicably vide arbitration. In case the method of arbitration fails, then the customer acknowledges and agrees that the Federal and state courts located in Jaipur shall have sole and exclusive jurisdiction over any disputes arising under the terms of this Agreement.
9. In case any criminal act is committed by the technician while providing services, the customer, at its own will can take direct action under the laws of country on such technicians and also keep Mr. Repair informed on full details of the same.
10. In case of any action taken by the customer against the technician in pursuant to point 9 above, the customer is informed that he/she cannot make Mr. Repair a party to such offence, as a person is individually and severally liable for any criminal act committed by him/her.
11. Serviceman is liable for any damage by him, in occurrence of any such event the customer is requested to lodge a complaint against the technician and inform customer care centre. Mr. Repair is responsible to co-ordinate the delivery of the service to the customer by the vendor or in exceptional circumstances, arranges to refund the payment if made to "Mr. Repair" employee or via cheque.
12. All visits under AMC will be carried out only at listed address of costumer (or preinform Mr. Repair in writing in case of change of address)
13. Visits covered under AMC are FOC and any additional visit will be charged as per Mr. Repair rate list.
14. Door locked, wrong address or not available after confirming visit will be considered as visit and will be subtracted from total free visits offered.
15. Abbreviations E-P-C stands for electrical plumbing and carpentry services respectively.
16. **Materials will be provided by costumer or servicemen Mr. Repair is not liable for any material or part replacement (Non Comprehensive AMC is exclusive of any Spare cost).**
17. **Annual maintenance contract will only undertake repair and maintenance work only. Any new construction, wiring/electrical contract, new installation, shifting work, new plumbing contract, furniture/carpentry work etc are not covered and will be treated as fresh contract (Chargeable).**

Scope of work:

Under the scope of services, technician will cover following maintenance activities at site for non-comprehensive AMC:

Electrical-Plumbing-Carpentry

- Repair and maintenance work for which call is booked.
- No new work / shifting work will be covered.
- Testing and commissioning of all parts moveable and static entities of system.
- Submission of service report duly signed by technician and cc copy should be attested by client in charge present at time of service.

Generator

- Elimination of damage part (service/repair only)
- Changing fuel filter and air filter as and when required.
- Testing and commissioning of all parts moveable and static entities of system.
- Inspection of battery and connections
- Periodic check of fluid level and leakage if any
- Supervising of control panel reading and indicators

Duration of contract:

Maintenance contract has been signed for minimum period of12..... Months

M/s Mr. Repair

Auth. Signatory
Bharat Sharma
Operation Manager
+91-9887779955

M/s

Auth. Signatory
Name:
Designation:
Mobile No. :

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