



Non Comprehensive AMC
Terms & Conditions

- 1. The AMC will start with a complete system handed over in working condition; any nonfunctioning component will be charged & then taken into the AMC.**
- 2. AMC is strictly bound with system MAC Address, in case of MAC address or system changed then AMC will be invalid and customer need to purchase a new Contract.**
- 3. Complaint will be attended strictly under office working hours.**
- 4. Onsite visit will only be available in case if we unable to resolve issue with Remote Access.**
- 5. The terms of the service, as per this contract will be in accordance with offer as above. This shall be a Service Level Agreement. The Contract does not cover the equipment / parts which may have been damaged due to misuse, negligence, accident, wear tear, pests, fire, water and other natural calamities etc.**
- 6. The above mentioned contract does not include the data entries, software customizations, data corruption, data recovery or lost data due to virus attacks if any. However we ensure that all necessary steps will be taken to ensure proper functioning of the system**
- 7. The Company shall not be liable for any delay in rectifying the system due to non-availability of spares but howsoever we confirm to give our 100% for trouble free service**
- 8. This Annual Maintenance Contract does not include shifting and reinstallation of equipment**
- 9. In event of failure due to the PC machine that has not been supplied & supported by us, we shall not be held liable for repair or delays in support.**