



## TERM & CONDITIONS

(For Time Attendance System)

- Shall Render Maintenance Service During The Office Hours(10.00 Hrs To 18.00 Hrs) For On Site Support And 10.00 Hrs To 16.30 Hrs To Log Complaint At Office. Saturdays (1/2 Day), except Sunday (Weekly Off) & Public Holidays.
- The Maintenance Service Shall Consist for Of Breakdown Maintenance for both Hardware & Software. & any parts replacement will be charge as actual.
- Physical & Machine damage due to improper handling of the product is not covered under Annual Maintenance Contract.
- Telephonic And E-Mail Support Will Be Given For Time Attendance Software for the Customer only in AMC or Warranty And If Any Major Problem Occurs Then Our Engineer Will Give Onsite Service.
- The Customer Shall Maintain A Dust Free Environment Where The Devices Are Installed.
- The Equipment Shall Not Be Shifted Without Prior Written Intimation To AVI Infotech Who Shall Determine The Necessity Of Personal Supervision & will be on chargeable basis.
- If Machine is not under AMC then the visit Charges would be Rs. 2,000/-per visit & it won't be on priority basis.
- 100% Advance payment.

# TERM & CONDITIONS

(For CCTV & EPABX)

**Avi Infotech** & Their Associates At Different Locations Shall Render Maintenance Service During The Office Hours(10.00 Hrs To 18.00 Hrs) For On Site Support And 10.00 Hrs To 16.30 Hrs To Log Complaint At Office. Saturdays (1/2 Day), Sunday & Public Holidays Not Included.

- The Maintenance Service Shall Consist Of Breakdown Maintenance
- Telephonic And E-Mail Support Will Be Given For DVR / Cameras And If Any Major Problem Occurs Then Our Engineer Will Give Onsite Service.Carrying Out Of Necessary Repairs & If Parts Has To Be Replaced Will Be Charged.
- The Customer Shall Maintain A Dust Free Environment Where The Devices Are Installed.
- The Equipment Shall Not Be Shifted Without Prior Written Intimation To **Avi Infotech** Who Shall Determine The Necessity Of Personal Supervision.
- Physical Damage To The Product Are Not Covered Under Annual Maintenance Contract.
- Power Supply / Adapter Will Be Not Covered Under Annual Maintenance Contract In Case Of Damage Due To Power Failure Or Physical Damages, The Cost Of Replacing The Power Supply Is Rs.1500/-
- Shifting Of Device From One Location To Another Within The Distance Of 30 Km Will Be Charges At Rs.1,500/-
- All above mentioned products should be efficiently functional, if any product not found functional will not be considered under AMC by AVI INFOTECH.
- Any charges (Shifting of material, changes in wiring, any connectors or Accessories if required) in the existing setup if required during AMC period will be charges additional.
- Preventive maintenance would be carried out once in quarter for 1 year of AMC.