

# R .R . Sons

B-21, Shaligram , Opp. Bimanagar, Satellite Road Ahmedabad-380015  
Tel: 65450100

## ANNUAL MAINTENANCE CONTRACT

TO,

M/s.....

Phone No.....

**Contract No.....Date.....**

System Sl. No.....

Contract Validity.....

From.....To.....

Contact Person.....

Phone No.....

This agreement made between **M/s. R R Sons** and Mr./M/s

.....  
Hereinafter called "THE CUSTOMER" set forth and conditions for the maintenance of  
equipment's specified in ANNEXURE-1 of this agreement and shall remain in force for the period

from .....to .....

### ANNEXURE-1

P.T.O for Obligation of the Customer, Terms & Conditions, Payment terms, validity of Agreement  
and force Major.

Thinking you and assuring you the best of our service at all times.

Yours faithfully,

**For M/s. R R Sons**

Authorized signatory



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The detailed terms and conditions on the reverse are a part of this agreement. The customer acknowledges that he/she has read this agreement, understands it and agrees to be bound by its terms and conditions

## MAINTENANCE AGREEMENT - M/s. R R Sons Copy

Customer Name and Address	Agreement No	
	Date	
	AMC Type / New / Renewal	
	Expiry Date	

Sl No.	Configuration Details	AMC Charge	Remarks
	<b>Total</b>		

Customer Signature with Seal

For M/S. R R Sons

# R .R . Sons

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## **TERMS AND CONDITIONS:-**

- Maintenance charges are payable in advance. In addition to the annual charges, any local taxes, such as sales tax etc. May be levied at the time of signing the contract may be charged at actual if applicable.
- Any modifications or up gradations or any kind of add-ons to the System will be charged extra.
- No work shall be undertaken on Sunday, holiday and beyond office hours of company except by prior arrangement and at additional charge to the customer on a "Per Call Basis" at the standard rates currently in effect then.
- This is non comprehensive contract and any damage to the system shall be replaced /repaired at the cost of the owner, and M/s R R Sons shall not be responsible for any other loss that may arise during the maintenance of the system. M/s R R Sons shall not be responsible for the result on the screen if cables used for the CCTV system is defective , damaged .

The parts replaced will be new parts or parts equivalent to new in performance. This part shall be furnished on an exchange basis. The removed part will become the property of M/s. R R Sons.

- The **M/s R R Sons** shall charge the cost of spares used /replaced for the working of the **system including the machine.**
- During the period of maintenance agreement, the system will not be relocated (or) transported without permission from **M/s. R R Sons**, And if this is violated ,on such condition company reserve its right to terminate this agreement forthwith. On such termination, Company shall have no obligation or liabilities arising out of this agreement and the customer shall have no right to claim any refund or compensation.
- M/s. R R Sons is not responsible for any problem such as machine hanging, slow speed due to Software's, Virus problem and any major failure of Hard disk drive, and Monitor etc.
- The company representative/engineer ( M/s. R R Sons ) may be allowed to take the faulty component to the Test and Repair Center for due repairs if the need arise.
- M/S. R R Sons will provide Preventive Maintenance Service call for every three months within agreement period.

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## **OBLIGATION OF THE CUSTOMER:-**

- The Customer will ensure proper electrical grounding for the Computers/CCTV system /equipments etc.
- The Customer should ensure that as far as possible a dust-free environment is provided at sites where systems/Equipments are installed.
- The Customer shall not shift or move the equipment from the said premises. Any such movements shall be conducted by the M/S. R R Sons or under the supervision of the M/S. R R Sons service personnel on chargeable basis.
- The Customer will intimate the M/s. R R Sons if any additional attachments, features or devices are directly or indirectly connected to the equipment and all such connections of additions will be conducted only after receiving prior written consent from the M/s.. R R Sons.
- Any such equipments added later in the system shall not be considered for the Maintenance
- The Customer is solely responsible for keeping the systems site adequately insured against risks such as burglary, fire, flood, etc. All damages or losses caused due to the above are beyond the scope of this agreement.
- The Customer will ensure that rats, insects, etc., do not invade the site and damage the systems covered in this contract.

## **PAYMENT TERMS:-**

- The Customer will pay Annual Maintenance Charges for the maintenance of the equipment specified in Annexure-1.
- This agreement is initially for a period of one year commencing from the date of payment of maintenance charges.
- The charges are to be paid by the CUSTOMER in full on commencement of the contract.

## **VALIDITY OF THE AGREEMENT:-**

- This agreement is valid for a period of 12 months from .....to ..... it may by mutual consent be renewed before expiry for such further periods on such terms as may be mutually agreed upon..

# **R .R . Sons**

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Tel :- 65450100**

## **FORCE MAJEURE :-**

The **M/s. R R Sons** shall not be liable for any delay of failure of performance of any of its obligations under or arising out of this contract if the failure of delay results from any of the following; Acts of Gods, refusal of permission, other Govt. acts, fire, explosion, accident, industrial dispute and the like which renders it impossible or impractical for the **M/s. R R Sons** to fulfill its obligations under the agreement.

Customer's Seal & Signature of Acceptance:

Authorized Signature