

AMC TERMS AND CONDITIONS

- A. Under this Annual Maintenance Contract (AMC), undertakes to maintain your Kent R.O. Water Purifier in satisfactory working Condition.
1. In case AMC has not been renewed within one month of expiry, the customer will have to pay Rs. 300/- as service charge + cost of spares if any. For Elite I, service charge will be Rs. 350/-, for Elite II, service charge will be Rs. 450/-.  
However, if the customer agrees to renew the AMC from the back date (the date of expiry) then service charges will not be charged but the cost of spare has to be paid.
  2. **For Grand Mineral RO, Kent Wonder, Kent Pearl, Kent Pride, Kent Super+, Kent Super\* and Kent Supreme** the rate of Annual Contract will be **Rs. 2000/-** (including GST). **For Kent Excell Mineral RO**, the rate of Annual Contract will be **Rs. 2500/-** (including GST). The other terms remaining as (1) above.
  3. For **Kent Elite 1**, the rate of Annual Contract charge will be **Rs. 4,000/-** (including GST) and for **Kent Elite II**, the AMC will be **Rs. 6,000/-** (including GST), other terms as above.
  4. For **Kent Smart/Kent Ultra Auto/Kent Maxx** the rate of Annual Contract will be **Rs. 675/-, Rs. 950/-** and **Rs. 950/-** respectively (including GST).
  5. Casual calls for providing service at customer site for those who are not willing to take Annual Maintenance Contract but have unit purchased from us would be charged as per point No. 1.
  6. **Our services are on demand only.** Customer can call us on 9278912345 as and when required in the event of any breakdown. As a policy no periodic service shall be given from company side.
- B. All Electrical parts like pump, adaptor, UV Lamp etc and mechanical parts shall be covered under free repair/replacement. However, the following consumables have a specific life, which depends on the quality of raw water and use of machine by the customer. These consumables would be charged extra where replacement is found necessary.
- Inline Sediment Filter
  - Inline Carbon Filter
  - Carbon Block
  - RO Membrane + FRT
  - Post Carbon ACB
  - Activated Carbon 20"
  - UF Membrane
  - Sediment Filter - 10"
  - Act. Carbon Filter - 10"
  - UF Membrane/Inline UF Filter (Micronic Housing)
  - Sediment Filter/Carbon Filter 20"
  - Hydrostatic Tank - 11 Ltrs
  - Hydrostatic Tank - 40 Ltrs
- C. Service under this contract excludes the following:
- (a) Painting of body, top and bottom.
  - (b) Chrome plating of the nuts and bolts and other decorative materials.
- D. For Repairs necessitating the removal of the Purifier or any parts, thereof, to the works of Kent RO Systems Ltd., the customer will have to bear the transport cost both onward and return.
- E. The purifier should be in good working condition at the time of accepting Annual Maintenance Contract. In case of any defect, whatsoever, the customer should be liable to make it in good working condition, otherwise Kent R.O. Systems Ltd. will not undertake the contract.

- F. The Water Purifier should be made available for servicing to the authorized representative of Kent R.O. systems Ltd. Failure to do so will be treated as a service rendered and no refund shall accrue on this visit.
- G. Every visit by our Service Technician will be made within reasonable time from receipt of complaint and will attend during normal working hours only. No visit will however be made during Sundays or Holidays.
- H. The liability of Kent R.O. Systems Ltd. shall be limited to providing service and replacing parts as covered by this contract and shall not be liable for any damage, death, injuries or any consequential damage of whatsoever nature to any person or property, by use or operation of the purifier. Kent R.O. Systems Ltd. shall not be responsible for any damage caused to the machine due to flood, fire, riot, accident, breakage, improper or negligent use, tempering, leakage from pipes, voltage fluctuations etc and normal wear and tear is expected.
- I. In order to enable Kent R.O. Systems Ltd. to discharge its obligation under this contract, the customer shall not shift the installation from the original address. In default, Kent R.O. Systems Ltd. shall not be obliged to perform its obligation under this contract. In case of change of address we shall charge Rs. 600/- extra as shifting/reinstallation charges at the new address.
- J. This Contract is not terminable before the expiry nor transferable in the event of resale/gift to any other person. This contract is not transferable from one place to other place(valid within Delhi/NCR).
- K. Contract charges are 100% payable in advance by cash or demand draft drawn in favour of Kent R.O. Systems Ltd., Noida and payment shall accompany the signed contract.
- L. Renewal of the Service Contract after its expiry will be at the sole discretion of Kent R.O. Systems Ltd. and depending upon the model/age of the purifier.
- M. Kent R.O. Systems Ltd. shall not take any responsibility to notify the renewal to the customer. The date of renewing rests with the customer.
- N. In the event of complaint, please quote your name, address and the contract number.
- O. This contract sets out all terms and conditions of which Kent R.O. Systems Ltd. agrees to service the and cancels and supersedes all prior agreements, undertakings of arrangements, oral or written between the parties on the subject matter.
- P. Kent R.O. Systems Ltd. has the option to terminate the service contract if purifier is serviced/repaired by any party other than authorized technician or in case of change of ownership. Our liability shall be limited to the above quoted customer and shall not apply or extend to any secondary or subsequent sale of the said Purifier.
- Q. Kent R.O. Systems Ltd. will not be responsible / liable for any defects arising from misuse, negligence accident and damage caused during shifting or transportation.
- R. No employee of Kent R.O. Systems Ltd. or a Business Partner other than the authorized officer has an authority to waive or vary any of the terms of this contract.
- S. All mentioned Prices/Rates subject to revise with out any prior intimation.
- T. This contract is subject to "Force-Majeure".
- U. Any dispute or difference of any nature whatsoever arising out of or in relation to this contract or any manner incidental there to or any claim, cross claim, counter-claim, or set off regarding any right, liability, act or omission of any of the parties here to shall be referred to the sole arbitration of the Arbitrator to be nominated by the Company. The award of the Arbitrator shall be final, conclusive and binding on both the parties hereto. Such arbitration shall be held at New Delhi and Courts at Delhi alone have the jurisdiction to deal with the arbitration proceedings and the award in accordance with law.
- V. All disputes are subject to jurisdiction of Delhi Courts only.

\*\*\*\*\*