



## Quotation for Non-Comprehensive Annual Maintenance Contract:

Customer Name: **Travel Food Services Pvt Ltd.**

Phone Number (R)

Phone Number (M)

Customer Address: Head Office, Shiv Sagar Building, Worli

Phone Number (O)

Email Id: -

Period of Contract	From: 01/11/2024	To: 31/10/2025
Extended	From:	To:

Sr.No.	Item Description	Qty.	Charges
1	32 Channel 5MP HD DVR, Hikvision.	1 Nos	
2	5MP HD Dome Camera, Hikvision.	26 Nos	
3	Surveillance Hard Disk 8 TB.	2 Nos	
4	CCTV Accessories.	26 Nos	
	<b>Total</b>		<b>15104/-</b>
	<b>SGST @ 9%</b>		<b>1359/-</b>
	<b>CGST @ 9%</b>		<b>1359/-</b>
	<b>Grand Total Per Annum</b>		<b>17822/-</b>

**Above charges are yearly charges.**

**Maintenance charges are payable in Advance against Invoice.**

**No claim for refund will be entertained at any time for any reason whatsoever.**

## **1. SCOPE OF SERVICE:**

- Telenetwork agrees to provide the following service to keep the system in good working condition as per Telenetwork office hours. Monday To Saturday, excluding holidays.
  
- The customer will intimate to Telenetwork a date as per their convenience on which preventive maintenance will be carried out. A frequency of once in every three month is recommended.  
'Telenetwork' agrees to provide the following services in respect of the system described in Annexes A:
  - a) Attending to minor and major breakdowns.
  - b) Periodical preventive maintenance once in every three months.
  - c) Maintenance of system user data
  - d) On call visit will be there within 24 working hours.
  - e) Stand by product will be install till the product get repair.

The above services shall, at 'Telenetwork' sole discretion, which shall not be disputed by the Customer, be provided either directly by 'Telenetwork' own service staff or through its duly authorized sub-contractors.

## **2. TERMS:**

- This agreement is valid for a period of one year starting form the date specified and shall be renewed before expiry for a further period of one year and so on , unless specifically terminated by either party, on giving Telenetwork three months written notice prior to expiry of contract period.
  
- Repairs necessitated by damage resulting from accidents, wrong usage, improper earthing, variations of mains voltage beyond normally accepted limits will have to be paid separately.
  
- Customer shall not directly or indirectly connect all or any additional attachments features or devices to the equipment without prior written console of Telenetwork.
  
- The customer may adequately insure system and media against all risk including fire, floods etc.

### **3. Period of maintenance service availability:**

- Maintenance service will be rendered only during Telenetwork's working hours and on Telenetwork's working days.

### **4. Revision of Maintenance Charges:**

- The above maintenance is valid for this particular contract only. In case of renewal of the AMC contract, the new charges will however depend on prevailing rates at those times. Within period of this contract, no additional charges will be levied on the customer either due to rise in components prices or due to any reason.
- Changes or enhancement in the system may result. In an adjustment of maintenance charges and shall be payable from the date of installation of the features.

### **5. Change in Location:**

- During the period of maintenance agreement in force, the system shall be relocated by Telenetwork personnel only. In the case of relocation of the system, Telenetwork shall charges for the relocation and complexities involved in shifting the system.
- Telenetwork has the right to revise the maintenance charges depending upon the new location. A minimum charge of Rs. 250.00 will be levied.

### **6. Limitation of Liability:**

Liability of Telenetwork under this agreement does not extend to or survive in the following cases:

- Major upgrading of the system. Any work external to the machine, such as maintenance of non-Telenetwork attachment, accessories etc.
- Repair of malfunction or damage due to accident, misuse, abuse, transportation, neglect, failure of or of non standard electrical power, air conditioning or parts.
- Work due to alterations in the machine by person other than Telenetwork personnel.

## **7. Force Majuro:**

- Neither buyer or seller shall be liable to the other delay in or failure of the performance of their obligation due to contingencies or circumstances beyond their reasonable control such as:
  - Natural phenomena including, but not limited to, whether conditions, floods, drought, earthquakes and epidemics.
  - Accidents or disruption, but not limited to fire, explosions, breakdown of essential machinery of equipment, power and water shortages.

## **8. General Provisions:**

This agreement shall super cede any and all previous communication either written or oral and the provision herein contained shall not be committed, added to or amended in any manner except in writing and signed by both parties.

## **9. Subject to Mumbai Jurisdiction Only:**

**GST No. - 27BTOPP4792A1ZB**

**For Telenetwork-**

Yours truly,

Prashant Panchal.