



Quality service is never an accident, it is the result of our conscious effort.

Alpha & Omega Computers Pvt. Ltd.

TERMS & CONDITIONS FOR

NON-COMPREHENSIVE AMC

1. Maintenance services shall consist of corrective and preventive maintenance of Cameras once in six months which includes refitting of repaired parts. For cleaning services customer has to call us as per customer's convenience
2. A&O.CPL. will repair the parts with out any charges, if repairable.
3. A&O.CPL. will not be responsible for any parts which are not repairable.
4. A&O.CPL. shall provide basic maintenance services from 10 am to 6 PM on Monday to Saturday. Sunday is holiday. Call should be registered on customer care numbers : 0484-2801141/9388122625
5. A&O.CPL. assures a maximum response time of 24 working hours. Substitute-working arrangements will be provided in case down time exceeds.
6. The duration of this contract is only for a period of one year.
7. 20-12-2024 TO 19-12-2025
8. Annual maintenance charges will be payable in advance. The basic maintenance charges are only in respect of features installed in the system. Additions if any will be charged separately.
9. The maintenance contract does not cover:
 - i) Any failure due to voltage variations and lightning
 - ii) Repair of damage resulting from accidents, neglect, misuse or other abnormal causes.
 - iii) Consumable items such as frequently handled plastic parts
9. We are not responsible for problems arising out of fire, earthquake, and storm. In such cases extra service charges will be levied.
10. The document together with attachments are to be signed by both parties and shall constitute the entire binding agreement between A&O.C and the customer. All disputes, differences, claims and demands arising under or pursuant to entering this agreement shall be referred to the arbitration of a sole by the provision or re-enactment there, for the time being in force.

NAME: AMALA CANCER HOSPITAL



Authorized signature

(with stamp/seal)

NAME: Alpha & Omega Computers pvt ltd
ADDRESS:

Edappally, Kochi



Authorized signature

(with stamp/seal)

Betsy
Dr. BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL

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