

Mercantile Traders

1429 DURBAR MARG
P.O.BOX :876
KATHMANDU
NEPAL

VAT Regd. No. 300143238

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MERCANTILE ANNUAL MAINTENANCE CONTRACT (AMC)

CONTRACT NO. : _____
CUSTOMER NAME : _____
LOCATION : _____
CUSTOMER ID : _____
MODEL NO. : _____
PRODUCT ID : _____
COUNTER NUMBER : _____

TERMS AND CONDITIONS

- 1. VALIDITY:** The AMC is valid for one year from to
- 2. SERVICE:** Our technical officers will visit you.....times during the contract period.
- 3. NUMBER OF CALLS:** The AMC covers any number of service calls within the validity period.
- 4. CALL RESPONSE:** In addition to the compulsory visits, our technical officer will investigate and rectify any faults reported to us within 24 working hours of receiving your call.
- 5. COVERAGE AREA:** Our area of coverage is within Kathmandu, Lalitpur, and Bhaktapur. Extra charges will apply to customers seeking regular service outside our coverage area.
- 6. SPARE PARTS AND CONSUMABLES:** Cost of replacing spare parts and consumables is not included in the AMC. We maintain a stock of spares and consumables, but we cannot ensure the availability ex-stock at all times.
- 7. AMC FEE:** The fee for the AMC is NRs.....
- 8. AMC PAYMENT:** The fee will be due when you have accepted the contract's terms and conditions and have presented us with a signed copy of the AMC. A payment in cash or cheque in favor of "Mercantile Traders" should accompany the signed copy of the AMC.
- 9. SERVICE VOID:** The AMC will be automatically void if you use counterfeit spare parts and consumables. Note that we will not take the responsibility for repairing your copier if problems arise after the usage of counterfeit spares and consumables not purchased from us.
- 10. TRANSFERABILITY:** The AMC is not transferable to another party.

FOR MERCANTILE TRADERS

FOR

Name:
Post:
Date:
Co.'s Seal

Name:
Post:
Date:
Co.'s Seal