GENTOGEN TECHNOLOGIES

Connecting Technology Across Generations

Ghatkopar (E), Mumbai | sales@gentogen.in | gentogen.in

ANNUAL MAINTENANCE CONTRACT (AMC) – FORM & AGREEMENT

1. Customer Details

Company / Shop Name		**AMC No. / Date**	
Address		**Contact Person**	
Mobile / WhatsApp		**Email**	
GSTIN (if any)		**Site Location**	

2. Plan Selected (tick one)

Feature	☐ PLAN A – Non-Comprehensive (Service only)	☐ PLAN B – Comprehensive (Service + listed parts)
Remote support (AnyDesk/TeamViewer)	Included – within 4 business hours	Included – within 4 business hours
On-site visit for faults	Included – within 24 business hours	Included – within 24 business hours
Preventive maintenance visits (cleaning, check-up)	1 per year	2 per year (half-yearly)
OS / software troubleshooting	Included	Included
Replacement of SMPS, RAM, HDD/SSD, keyboard, mouse, cables	Not included – charged extra	Included free (non-repairable cases only)
Hardware repair/parts	Quotation shared; work only after approval	Parts as listed; others by quotation

3. Equipment Covered

#	Equipment (PC/Laptop/Printer/Server/Router)	Make / Model	Serial No.	Qty
1				
2				
3				
4				
5				
6				
7				
8				

4. Contract & Fees

Contract period	From _____ To _____ (12 months)	**Total AMC fee (₹)**	₹ _____ + GST 18%
Payment terms	100% advance / _____	**Extra on-site rate**	₹ _____ / hour

I/We have read and agree to the Terms & Conditions overleaf.

For GENTOGEN TECHNOLOGIES

Authorized Signatory | Date: _____

Accepted by CUSTOMER

Name: _____ Signature: _____

Date: _____ (Company stamp)

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TERMS & CONDITIONS OF AMC

1. **Scope:** Service covers only the equipment listed in Section 3. Any equipment added or shifted must be informed to us in writing.
2. **Support hours:** Mon–Sat, 10:30 AM–6:00 PM (excluding Sundays and public holidays). Urgent or out-of-hours support is chargeable. Remote support is tried first before an on-site visit.
3. **Response time:** Remote support within 4 business hours and on-site within 24 business hours of the complaint being logged (call / WhatsApp / sales@ or service@gentogen.in). Resolution time depends on the nature of the fault.
4. **Preventive maintenance:** Visits are scheduled in advance with the customer. A short service report is shared after each visit.
5. **Spares & repairs:** Plan A: all spares and repair costs are borne by the customer. Plan B: only the parts listed in Section 2 are replaced free, and only if non-repairable. Replacement parts may be of a different make/model but of equal performance. Faulty replaced parts remain the property of Gentogen Technologies. Parts under OEM warranty are handled directly with the manufacturer. Any repair outside the plan is done only after the customer approves our quotation.
6. **Not covered (both plans):** Printer cartridges/toner/ink, laptop batteries, UPS and UPS batteries, motherboards, printer parts, plastic body parts, cables (LAN/power/data), add-on cards, accessories; damage by physical force, drop, liquid, fire, rodents, power surge, lightning or natural calamity; repair attempted by any unauthorized person; shifting of equipment (reconnecting at the same site is covered).
7. **Software & licences:** OS and application software with valid licences (and media/setup) must be provided by the customer. Support for licensed applications such as Tally is not covered. We are not liable for pirated or unlicensed software.
8. **Data & backup:** Data backup and data recovery are not covered. The customer must keep their own backup before every service call. Backup or recovery done by us is chargeable at ₹500/hour and is not guaranteed.
9. **Customer responsibilities:** Give timely access to the site and systems, keep a representative available during support, provide a proper power supply and a dust-free environment, and report issues with details (system, error message, screenshot).
10. **Fees & payment:** AMC fees are payable in advance, exclusive of GST at 18%. Late payment attracts interest at 2% per month, and services may be paused until dues are cleared. Fees are non-refundable and non-transferable to other equipment.
11. **Period & renewal:** Valid for 12 months from the start date. Renewal must be confirmed in writing at least 30 days before expiry; otherwise services stop on the expiry date. Either party may terminate with 30 days' written notice after clearing dues. We may suspend or end the contract immediately for non-payment or misuse.
12. **Confidentiality:** Customer data accessed during service is kept confidential and not shared with any third party without written consent. Remote sessions are done only with the customer's approval.
13. **Non-solicitation:** During the contract and for 12 months after, the customer will not hire or engage our engineers who served this account without our written consent.
14. **Limitation of liability:** Our liability is limited to the AMC fee paid for the current period. We are not liable for indirect or consequential loss, loss of data, business or profit. Delays due to events beyond our control (natural disaster, strike, lockdown, government action) are not a breach.
15. **Law & jurisdiction:** Indian law applies. Disputes will first be settled by mutual discussion; failing that, they are subject to the exclusive jurisdiction of the courts in Mumbai, Maharashtra.

Escalation: Support Engineer → Service Manager → Director. Contact: service@gentogen.in | sales@gentogen.in