

Souneeds – Get Expert Services at Your Door Step

**Visitation Fee Charges Applied At 299 per Service & Work
&
Conveyance Charges are Applied At ₹ 199 per Appliance**

All prices below include the cost of spare parts, sourcing, and partner conveyance. Please pay only ₹199 for conveyance; no extra amount is required.

Geyser Rate Card

Description	Service Charge Rate / Unit (Excluding GST) Including Visitation Fee
Main Thermostat (local)	499/
Main Thermostat (Branded)	899/
Heating Element (Branded)	1599/
Heating Element (small Geyser < 10 ltr)	699/
Heating Element (Medium Size 10 – 30 ltr)	899/
Heating Element (Big Geyser 30 –50 ltr)	1299/

Heating Element 3 KW (Instant Geyser)	899/
Heating Element (For Glass Line Tank) Branded	1999/
Gasket (Small Geyser < 10 ltr)	199/
Gasket (Medium Size 10 – 30 ltr)	299/
Gasket (Big Geyser 30 – 50 ltr)	399/
Capillary Thermostat	899/

Services Rate Card

Description	Service Charges ₹ 299 Rate / Unit (Excluding GST) Including Visitation Fee
Geyser Water Leakage Checking	299/
Geyser Servicing (Small Geyser <10 ltr)	499/
Geyser Servicing (Medium & Big 15 To 50 ltr)	599/

Geyser Installation	499/
Geyser Uninstallation	399/
Welding Work	499/
Wiring Repair	299/
PCB Repair	799/
Geyser Check up	299/
Geyser Servicing	199/

Accessories Rate Card

Description	Service Charge Rate / Unit (Excluding GST) Including Visitation Fee
Inlet Outlet Pipe ss Quality 36 Inch (1 pc)	299/
Inlet Outlet Pipe ss Quality 18 Inch (1 pc)	199/
Cooper Tank Small Geyser < 10 ltr	1899/

Cooper Tank Medium Geyser (10 – 30 ltr)	3199/
Cooper Tank Big Geyser (30 – 50 ltr)	3899 /
Ss Tank Small Geyser < 10 ltr	1899/
Ss Tank Medium Geyser (10 – 30 ltr)	2699/
Ss Tank Big Geyser (30 – 50 ltr)	3799/
Safety Valve	399/
Pressure Release Valve	499/
Multi-Function Valve	499/
Angle Valve (Heavy)	550/
Power Cord (1.5 mtr)	399/
Indicator	199/
3 Pin Top (Heavy)	99/

Fastener	199/
Ss Brass Assembly	1099/
Safety Thermostat	499/
Rubber Washer /Ring - O	99/

**Labor charges for work only (parts to be provided by customer)
Charges Applicable for One-Time Visit or Work**

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
Power & On/Off Problem	299/
Assembly Uninstallation	299/
Assembly Installation	499/
Indicator & pcb	499/
Wiring & Rat Mash	299/
Element Change	499/
Thermostat Change	399/

Amc Rate Card

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Elements, pressure Valve & Assembly 1 Ltr To 25 Ltr.</i>	1899/
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Elements, pressure Valve & Assembly 25 Ltr To 50 Ltr.</i>	2899/

AMC Terms & Conditions

1. Any damage, corrosion, rusting, breakage, or malfunction resulting from electrical faults, voltage fluctuations, improper usage, mishandling, damage to plastic components, environmental factors, or any external cause beyond the control of the Service Provider shall be excluded from the scope of this AMC.
2. The AMC includes a maximum of two (2) gas refilling services and leakage testing during the contract period. Units installed near drains, sewage (nala), coastal, or industrial areas—where corrosion or gas leakage risk is higher—will also be covered under this limit. Any additional gas charging or leakage rectification beyond two services shall be chargeable separately.
3. This AMC covers repair and maintenance services only. If any part, component, or equipment is determined to be beyond repair or unserviceable, replacement shall be carried out only upon the Client's approval, and the cost of such new or replacement parts, including applicable taxes and labor (if applicable), shall be borne by the Client. Replacement requested by the Client for upgrade or other reasons shall also be chargeable.
4. The AMC does not cover the supply or replacement of major components such as the inverter compressor and PCB (Printed Circuit Board). In the event such components require replacement, the same shall be provided only upon the Client's approval, and the charges shall be applicable as per the current market price, along with applicable taxes and service charges.

5. The AMC includes one (1) complimentary general servicing of the air conditioner during the contract period. Any additional servicing beyond this shall be chargeable as per the Service Provider's prevailing rates.
6. The total AMC contract value shall be paid in full (100% advance) by the Client at the time of execution of this agreement. The AMC services shall commence only after receipt of full payment.

7. EXCLUSIONS

The following are not covered under AMC:

- Major spare parts replacement
- Damage due to fire, theft, water, natural disaster
- Mishandling by unauthorized personnel
- External power fluctuation damage
- (Parts will be charged extra if required.)

8. RESPONSE TIME

- Normal complaints: Within 24 hours
- Emergency complaints: Within 6–12 hours

9. CLIENT RESPONSIBILITIES

- Provide proper power supply
 - Ensure equipment safety
 - Allow access to service personnel
 - Make timely payments
10. The Client confirms that all equipment covered under this AMC shall be in proper and functional working condition prior to the commencement of the contract. Any repairs or rectification required before the start of the AMC shall be chargeable separately.

11. TERMINATION

Either party may terminate this contract with 30 days' written notice. No refund will be made for unused period unless mutually agreed.

12. GOVERNING LAW

This agreement shall be governed by the laws of India and subject to jurisdiction of Delhi court

13. CONTRACT PERIOD

This AMC shall be valid for a period of **12 months**

14.AMC Payment Terms & Conditions

- **AMC Duration**
The AMC agreement is valid for a period of 12 months from the date of activation.
- **Payment Terms**
- 100% advance payment before AMC activation.
- **Service Coverage**
AMC includes regular maintenance visits and basic servicing as agreed.
Spare parts and major repairs will be charged separately unless mentioned in the agreement.
- **Payment Mode**
Payment can be made via Bank Transfer / UPI / Cheque in favor of **Souneeds**.
- **Late Payment**
A late fee of 2% per month may be charged on overdue payments.
- **Cancellation Policy**
AMC amount is non-refundable once the service period has started.
- **Service Response Time**
Service requests will be attended within 24–48 working hours.
- **Taxes**
GST and other applicable taxes will be charged extra as per government rules.

Agreement Renewal

AMC renewal reminder will be shared 15 days before expiry

Note

1. Service Terms & Conditions

The booking amount collected at the time-of-service request shall be considered as a visitation/inspection charge. The inspection charge shall be valid for 24 hours only from the time of visit.

If the Client confirms the installation work within 24 hours, the said amount shall be adjusted against the final installation invoice. In case the Client does not proceed with the installation within the validity period, the visitation/inspection fee shall be non-refundable.

2. Spare Parts & Cartage Charges

In the event that spare parts are required during servicing or installation, the same shall be arranged from the local market by the Service Provider/technician. The cost of spare parts, along with applicable cartage, transportation, or handling charges, shall be borne by the Client and will be added to the final invoice. **Warranty**

*duration will be mentioned on the **bill or service receipt** by the **company or technician** after the work is completed.*

3. Transparency of Charges

The Service Provider assures that there are no hidden or undisclosed charges. All costs, including service charges, spare parts, cartage, taxes, or any additional fees, shall be informed to and approved by the Client prior to execution of the work.

4. Warranty Terms

The warranty period applicable to any repair, servicing, or replaced spare parts shall be specified in writing on the official invoice or service receipt issued upon completion of the work. Warranty shall be valid only as per the duration mentioned in the document and subject to standard usage conditions.



Installation process

1. Inspection

*We will check the space
where you want to install the Appliances*

2. Installation

We will install the appliances with care

3. Cleanup

We will clean the area once work is don



REPAIR SERVICE

Repairing & Services Process

1. Inspection & quote

We inspect the appliance & share a repair quote for approval

2. Approval or expert review

Repair begins after your approval, if you are unsure, you can call our expert

3. Service, Repair & spare parts

If necessary, we will provide spare parts at fixed rates during the repair & service.

4. Warranty activation

Your appliance will automatically come under warranty Period after the repair

Given by Technician/Company on time of billing

Please Note



If spare parts are needed, the Technician will source them from the local market



Souneeds Promise



Up to 10 to 365 days warranty on different product & services



Fixed Rate Card



On Call Repair Quote Verification



Up to 3000 Damage Cover



Surprise Checking/Feedback at the time or after the work by Senior technicians

Our Top Technicians



Background Verified by Souneeds



Trained across all major brands by
Souneeds Experienced Technicians

What we'll need from you

- 1. Plug Point**
- 2. Ladder / Stool**
- 3. Clean Cloth**

