

Souneeds – Get Expert Services at Your Door Step

Air (Desert) Cooler Rate Card

***Visitation Fee Charges Applied At 399 per Service & Work
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Conveyance Charges are Applied At ₹ 299 per Appliance

All prices below include the cost of spare parts, sourcing, and partner conveyance. Please pay only ₹299 for conveyance; no extra amount is required."

Repairing s Installation Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Including Visitation Fee
<i>Fan Motor (New)</i>	2499 /
<i>Fan Motor (exhaust Fan) 18 Inch's (New)</i>	3299 /
<i>Water Pump (small)</i>	399 /
<i>Water Pump (Big)</i>	799 /
<i>On – Off Switch</i>	99 /
<i>Fan Motor (Repairing) (In Copper)</i>	2499/

<i>Fan Motor (exhaust Fan) 18 Inch's (Repairing) (In Copper)</i>	2899 /
<i>Fan Regulator</i>	499 /
<i>Swing Motor</i>	599 /
<i>Plastic Grill</i>	3299 /
<i>Iron Grill</i>	2199 /
<i>Zig Zag Pad</i>	250/sq.ft
<i>Grass Pad</i>	250/kg
<i>Full Panting</i>	1599 /
<i>Half Panting / Rubber Coat (In)</i>	899 /
<i>Body Repairer</i>	599 /
<i>Pad Jali Spotter</i>	350 /piece
<i>Cooler Body</i>	Rate After Inspection

<i>Cooler Pala (Door)</i>	<i>Rate After Inspection</i>
<i>Main Lead (3 core)</i>	<i>399 /</i>

Labour Charges Only – Material Not Included Air (Desert) Cooler Rate Card

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
Fan Motor Uninstallation	399 /
Fan Motor Installation	699 /
Pump Installation/uninstallation	399 /

Amc Rate Card

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
Comprehensive All Part Including Motor, Water Pump, Rotary Switch, etc.	3599 /
Non-Comprehensive <i>Including Visitation Fee, Servicing & Minor Repairing Work</i>	1199 /

Labor charges for work only (parts to be provided by customer)

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
Switch's & Capacitor Replaced & Change	399 /
Fan Motor Replaced & Change	599 /
Water Pump Replaced & Change (Small Cooler)	399 /
Water Pump Replaced & Change (Big Cooler)	399 /
Pead (Ghaus) Change (Small Cooler)	499 /
Pead (Ghaus) Change (Big Cooler)	599 /
Panting (Small Cooler)	599 /
Panting (Big Cooler)	799 /
Grill Change	499 /

DESERT COOLER AMC, SERVICE & REPAIR

TERMS & CONDITIONS

1. SCOPE OF AMC

The AMC covers routine maintenance, inspection, servicing, and minor repair of the Desert Cooler during the agreed contract period, subject to the scope mentioned in the AMC agreement.

The AMC does not include the replacement of major spare parts or components unless specifically mentioned in writing.

2. AMC EXCLUSIONS

The following are not covered under the AMC and shall be chargeable separately:

- Motor replacement
- Fan/blower replacement
- PCB or electronic component replacement, where applicable
- Water tank replacement
- Body/panel replacement
- Plastic component replacement
- Remote control replacement, where applicable
- Electrical wiring or external electrical work
- Civil work or structural modification
- Damage caused by fire, theft, water, flooding, or natural disasters
- Damage caused by mishandling or unauthorized repair
- Damage caused by voltage fluctuation or electrical faults
- Damage caused by rodents, insects, pests, or external environmental factors
- Any damage or malfunction caused by causes beyond the control of the Service Provider

Any replacement or additional repair shall be carried out only after obtaining the Client's approval.

3. REPAIR & REPLACEMENT OF PARTS

This AMC covers repair and maintenance services only.

If any component is found to be damaged, defective, beyond repair, or unserviceable, replacement shall be carried out only after the Client's approval.

The cost of replacement parts, labour, transportation, cartage, applicable taxes, and other related charges shall be borne by the Client.

Any replacement requested by the Client for an upgrade, improvement, or any other reason shall also be chargeable separately.

4. AMC SERVICING

The AMC includes **Two (2) complimentary general servicing** of the Desert Cooler during the contract period, unless otherwise specified in the AMC quotation.

Additional servicing or deep cleaning beyond the included service shall be chargeable as per the prevailing rates of Souneeds.

The standard service may include:

- General inspection
- Cleaning of the cooler
- Cleaning of the water tank
- Cleaning of cooling pads
- Cleaning of fan/blower
- Water-flow checking
- Water pump inspection
- Basic motor inspection
- Basic electrical inspection
- Operational testing

The exact scope of servicing shall depend on the condition and model of the Desert Cooler.

5. CONDITION OF COOLER BEFORE AMC

The Client confirms that the Desert Cooler covered under this AMC shall be in working condition before the commencement of the AMC.

Any repair, rectification, replacement, cleaning, or other work required before the start of the AMC shall be chargeable separately.

Such work shall be carried out only after obtaining the Client's approval.

6. ELECTRICAL & VOLTAGE-RELATED DAMAGE

The Service Provider shall not be responsible for damage caused by:

- Voltage fluctuation
- Short circuit
- Power surge
- Improper electrical supply
- Faulty wiring
- Electrical overload
- External electrical faults

Any parts damaged due to such circumstances shall be replaced at the Client's cost.

7. PAYMENT TERMS

The total AMC contract amount shall be paid **100% in advance** before activation of the AMC.

AMC services shall commence only after receipt of the full payment.

Payment may be made through:

- Bank Transfer
- UPI
- Cheque

Payment shall be made in favour of **Souneeds**.

8. AMC CONTRACT PERIOD

The AMC shall remain valid for a period of **12 months** from the date of activation.

The AMC shall automatically expire at the end of the contract period unless renewed by mutual agreement.

9. LATE PAYMENT

Where any additional service, repair, or spare-part payment becomes due, a late payment fee of **2% per month** may be charged on overdue amounts.

10. CANCELLATION & REFUND POLICY

The AMC amount shall be **non-refundable once the service period has commenced**.

Cancellation or termination of the AMC shall not entitle the Client to a refund for the unused period unless otherwise mutually agreed in writing.

11. RESPONSE TIME

Normal Service Requests

Complaints will normally be attended to within **24 hours**.

Emergency Requests

Emergency requests will normally be attended to within **6–12 hours**, subject to technician availability and location.

Response time may vary due to traffic, weather conditions, technician availability, spare-part availability, or other circumstances beyond the control of the Service Provider.

12. CLIENT RESPONSIBILITIES

The Client shall:

1. Provide a proper and safe power supply.
 2. Ensure the safety of the Desert Cooler.
 3. Provide reasonable access to the equipment for service personnel.
 4. Provide adequate working space for servicing.
 5. Ensure that the cooler is not operated under unsafe conditions.
 6. Make all applicable payments on time.
 7. Inform Souneeds about any abnormal noise, leakage, electrical issue, or other problem noticed in the cooler.
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13. TERMINATION

Either party may terminate the AMC by providing **30 days' written notice** to the other party.

No refund shall be made for the unused AMC period unless mutually agreed upon in writing.

14. GOVERNING LAW & JURISDICTION

This agreement shall be governed by and interpreted in accordance with the laws of India.

Any dispute arising out of or in connection with this agreement shall be subject to the jurisdiction of the courts in **Delhi, India**.

SERVICE TERMS & CONDITIONS

15. VISITATION / INSPECTION CHARGES

The booking amount collected at the time of a service request shall be treated as a **visitation/inspection charge**.

The inspection charge shall be valid for **24 hours from the time of the visit**.

If the Client approves the repair or service within the validity period, the inspection charge may be adjusted against the final service invoice, where applicable.

If the Client does not proceed with the work within the validity period, the visitation/inspection fee shall be **non-refundable**.

16. SPARE PARTS & CARTAGE CHARGES

If spare parts are required during servicing or repair, the Service Provider/Technician may arrange the required parts from the local market.

The cost of spare parts, along with applicable cartage, transportation, handling, and labour charges, shall be borne by the Client.

No replacement part shall be installed without the Client's approval.

17. TRANSPARENCY OF CHARGES

Souneds assures the Client that there shall be no hidden or undisclosed charges.

All applicable charges, including:

- Service charges
- Spare parts
- Labour charges
- Cartage
- Transportation
- Taxes
- Additional work

shall be communicated to and approved by the Client before execution of the work.

18. WARRANTY TERMS

Where applicable, a warranty may be provided on the repair or replaced spare part.

The applicable warranty period shall be clearly mentioned on the official invoice, bill, or service receipt issued after completion of the work.

The warranty shall be valid only for the period mentioned on the invoice/service receipt and shall be subject to normal and proper usage of the Desert Cooler.

Warranty shall not cover damage caused by voltage fluctuation, electrical faults, mishandling, water damage, unauthorized repair, physical damage, or any other external cause.

OUR DESERT COOLER SERVICE PROCESS

19. INSPECTION & QUOTATION

Our technician will inspect the Desert Cooler and identify the issue.

Where repair or replacement is required, a quotation will be provided to the Client.

20. CLIENT APPROVAL

Repair work shall begin only after receiving approval from the Client.

If the Client requires clarification regarding the diagnosis or quotation, an expert review may be requested before approval.

21. SERVICE, REPAIR & SPARE PARTS

The technician will carry out the approved service or repair.

If spare parts are required, they will be provided at the applicable rates after Client approval.

22. TESTING

After completion of the service or repair, the Desert Cooler shall be tested for basic operation and performance.

23. WARRANTY ACTIVATION

Where applicable, the warranty period shall become effective from the date mentioned on the invoice or service receipt.

OUR DESERT COOLER SERVICE MAY INCLUDE

Depending on the selected service package and condition of the cooler:

- General inspection
- Cooler body cleaning
- Water tank cleaning
- Cooling pad cleaning
- Fan/blower cleaning
- Motor inspection
- Pump inspection
- Water-flow inspection
- Electrical connection inspection
- Switch and capacitor checking
- Drainage checking
- Basic performance testing

Note: Replacement of damaged or worn-out components shall be charged separately unless specifically included in the AMC package.

INSTALLATION / SETUP TERMS

24. SITE INSPECTION

Before installation or setup, our technician will inspect the available space and check the requirements for safe placement of the Desert Cooler.

25. INSTALLATION / PLACEMENT

The Desert Cooler shall be placed or installed at the agreed location, subject to suitable site conditions.

26. CLEANUP

After completion of the work, the technician will clean the immediate working area.

INSTALLATION WORK NOT INCLUDED

The following work shall be charged separately unless specifically mentioned in the quotation:

- Electrical wiring
- New plug point installation

- Additional electrical work
 - Wall cutting
 - Iron-grill cutting
 - Masonry work
 - Civil work
 - Structural modification
 - Water-line modification
 - Drainage modification
 - Special mounting or support
 - Any other work outside the standard installation scope
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WHAT WE WILL NEED FROM THE CLIENT

For service or installation, the Client may be required to provide:

1. Bucket
 2. Working Plug Point / Power Point
 3. Ladder / Stool, where required
 4. Clean Cloth
 5. Adequate working space
 6. Safe and unobstructed access to the Desert Cooler
 7. Proper water and electrical supply, where required for testing
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SOUNEEDS SERVICE PROMISE

Fixed & Transparent Charges

Applicable charges shall be communicated to the Client before the work is carried out.

Repair Quote Verification

Clients may request verification of the repair quotation before approving the work.

Warranty

Where applicable, warranty details shall be mentioned on the invoice or service receipt.

Quality Checking & Feedback

Souneeds may conduct quality checks or collect customer feedback during or after completion of the service through senior technicians or authorized representatives.

Experienced Technicians

Our technicians are trained and experienced in servicing and repairing Desert Coolers and other home appliances.

IMPORTANT NOTE

The AMC covers only the services specifically mentioned in the AMC agreement.

Major spare parts, replacement components, electrical work, civil work, external damage, and services not specifically included in the AMC shall be charged separately.

All repair, replacement, and additional work shall be carried out only after obtaining the Client's approval.

By approving the service or signing the AMC agreement, the Client confirms that they have read, understood, and accepted these Terms & Conditions.

SOUNEEDS
Professional Appliance Service & Repair