

Souneeds – Get Expert Services at Your Door Step

***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."

Chimney Rate Card

Repairing & Installation Rate Card

Description	Service Charges Rate / Unit (Excluding GST) Excluding Visitation Fee
Motor (New)	3199 /
Motor re-winding	1899 /
Baffle Filter	1299 /
Mesh Filter	799 /
Carbon Filter	699 /
Capacitor	399 /
PCB Repair	1499 /

PCB New	2899 /
Bulb 12,24,220V	70 /
On/Off Switch	99 /
Bulb Holder	99 /
LED Light	199 /
Blower	1299 /
Hose Pipe 4",5",6"/ft	79 /
Hose Clamp	99 /
Power 3 Pin Plug Top	99 /
Power Cord/mtr	199 /
Hood Extension	99 /
Oil Collector	399 /
LVT (Low Voltage transformer)	699 /
Chimney deep service	499 /

Basic/Wall Mounted Chimney

Description	Service Charges Rate / Unit (Excluding GST) Excluding Visitation Fee
Wall-mount chimney basic cleaning	499 /
Wall-mount chimney deep cleaning	1299 /
Wall-mount chimney installation	599 /
Wall-mount chimney uninstallation	350 /
Beyond chimney installation	699 /

Island Chimney

Description	Service Charges Rate / Unit (Excluding GST) Excluding Visitation Fee
Island chimney basic cleaning	499 /
Island chimney deep cleaning	1499 /
Island chimney installation	1499 /
Island chimney uninstallation	799 /

ELECTRIC CHIMNEY AMC – TERMS & CONDITIONS

1. Scope of AMC

This AMC covers the inspection, preventive maintenance, servicing, and repair of the electric chimney/equipment specifically mentioned in the AMC agreement.

Any damage, corrosion, rusting, breakage, malfunction, or failure caused by electrical faults, voltage fluctuations, improper usage, mishandling, physical damage, damage to plastic or cosmetic components, environmental conditions, water ingress, or any other external cause beyond the control of the Service Provider shall be excluded from the AMC.

2. General Servicing

The AMC includes **one (1) complimentary general servicing** of the electric chimney during the contract period.

Any additional servicing, deep cleaning, or specialized cleaning required beyond the included service shall be chargeable as per the Service Provider's prevailing rates.

3. Repair & Spare Parts

The AMC covers service and repair labor as specified in the agreement.

If any part, component, motor, PCB, switch, control panel, capacitor, fan assembly, filter, ducting component, or other item is found to be defective, damaged, or beyond repair, its replacement shall be carried out only after obtaining the Client's approval.

The cost of spare parts, replacement components, applicable taxes, cartage, transportation, and any additional labor charges, where applicable, shall be borne by the Client.

Any replacement requested by the Client for upgrading, modification, appearance, or any reason other than a covered repair shall also be chargeable separately.

4. Major Components

Major components such as the **motor, PCB (Printed Circuit Board), control board, electrical components, and other major spare parts** are not included in the AMC unless specifically mentioned in the agreement.

Where replacement is required, the replacement shall be carried out only after Client approval and shall be charged at the prevailing market price, plus applicable taxes, cartage, and service charges, as applicable.

5. Exclusions

The following are not covered under this AMC:

- Major spare-parts replacement

- Motor replacement
- PCB/control-board replacement
- Damage caused by voltage fluctuation or electrical faults
- Damage caused by fire, water, leakage, theft, or natural disasters
- Physical or accidental damage
- Damage caused by mishandling or unauthorized repair
- Damage caused by unauthorized personnel or third-party technicians
- Cosmetic damage, including scratches, dents, or damage to plastic components
- Damage caused by improper installation or modification by a third party
- Any work or component not specifically included in this AMC

Parts and additional services required due to the above exclusions shall be charged separately.

6. AMC Payment Terms

The total AMC contract value shall be paid **100% in advance** by the Client at the time of execution of the agreement.

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

7. Contract Period

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

8. Service Response Time

- **Normal complaints:** Within 24–48 working hours
- **Emergency complaints:** Within 6–12 hours, subject to technician availability and service-area conditions

Response time means the expected time for attending to the complaint. It does not guarantee completion of the repair within the stated period.

9. Client Responsibilities

The Client shall:

- Provide a proper and safe electrical power supply.
- Ensure reasonable safety and accessibility of the equipment.
- Provide access to the electric chimney for inspection and servicing.
- Inform the Service Provider about any existing fault or issue.
- Make all payments for approved additional work and spare parts on time.
- Not permit unauthorized persons or third-party technicians to carry out repairs during the AMC period without informing the Service Provider.

10. Condition of Equipment at AMC Activation

The Client confirms that the electric chimney covered under this AMC shall be in proper and reasonably functional working condition before commencement of the AMC.

Any existing fault, pending repair, damaged component, or rectification required before the AMC starts shall be inspected and charged separately.

The Service Provider reserves the right to refuse AMC coverage for equipment that is found to be severely damaged, unsafe, non-functional, improperly installed, or beyond economical repair at the time of inspection.

11. Cancellation & Termination

Either party may terminate this AMC by providing **30 days' written notice**.

Once the service period has commenced, the AMC amount shall be **non-refundable**, unless otherwise mutually agreed in writing by both parties.

12. Late Payment

Where any additional approved payment becomes overdue, a late payment charge of **2% per month** may be applicable.

13. Taxes

GST and any other applicable government taxes shall be charged extra as per applicable laws and regulations.

14. Payment Mode

Payment may be made through:

- Bank Transfer
- UPI
- Cheque

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

15. Warranty on Repair & Replacement Parts

The warranty applicable to any repair, servicing, or replacement spare part shall be clearly mentioned on the official invoice or service receipt issued by the Company/Technician after completion of the work.

Warranty shall be valid only for the period specifically mentioned on the invoice/service receipt and shall be subject to normal usage conditions.

Warranty shall not apply to damage caused by voltage fluctuation, improper usage, physical damage, water ingress, mishandling, unauthorized repair, or any other external cause.

16. Transparency of Charges

The Service Provider shall maintain transparency in all charges.

Service charges, spare-parts costs, cartage, transportation, taxes, and any other additional charges shall be communicated to and approved by the Client before the applicable work is carried out.

No additional charge shall be intentionally concealed from the Client.

17. Inspection & Service Approval

Where a separate service/inspection visit is requested, the applicable booking or visitation amount shall be treated as an **inspection/visitation charge**.

The inspection/visitation charge shall remain valid for **24 hours from the time of the visit**.

If the Client approves the proposed repair or installation work within this period, the inspection charge may be adjusted against the final invoice, where applicable.

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

18. Spare Parts & Cartage

Where spare parts are required, the Service Provider/Technician may source the required parts from the local market, subject to availability.

The cost of spare parts, along with applicable cartage, transportation, handling charges, and taxes, shall be payable by the Client and included in the final invoice.

The Client's approval shall be obtained before purchasing or installing chargeable spare parts.

19. AMC Renewal

The AMC renewal reminder may be shared with the Client approximately **15 days before the expiry date**.

Renewal shall be subject to the Client's approval and payment of the applicable renewal amount.

20. 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 of Delhi, India**.

OUR SERVICE PROCESS

1. Inspection

Our technician will inspect the electric chimney and identify the issue or maintenance requirement.

2. Inspection & Quote

Where repair or replacement is required, the applicable repair/service quotation shall be provided to the Client for approval.

3. Approval

Repair work shall begin only after receiving the Client's approval for the applicable chargeable work.

4. Service & Repair

Our technician will carry out the approved servicing or repair using suitable tools and required spare parts.

5. Testing

After completion of the work, the electric chimney will be tested, wherever possible, to ensure that the serviced/repaired functions are working properly.

6. Cleanup

The technician will make reasonable efforts to clean the immediate work area after completion of the service.

7. Warranty Activation

Where applicable, the warranty for the repair or replacement part will be mentioned on the invoice/service receipt issued after completion of the work.

SOUNEEDS SERVICE PROMISE

- **Transparent Pricing**
- **Fixed/Pre-Approved Service Charges**
- **Experienced Technicians**
- **Technician Background Verification**
- **Technicians Trained Across Major Brands**
- **On-Call Repair Quote Verification**
- **Post-Service Feedback**
- **Senior Technician/Supervisor Quality Checks, Where Applicable**
- **Repair Warranty as Mentioned on the Invoice/Service Receipt**
- **Up to ₹3,000 Damage Cover, Where Specifically Applicable and Subject to Company Terms**

WHAT WE'LL NEED FROM YOU

For smooth and safe electric chimney servicing, the Client may be required to provide:

- A **bucket/container**, where required for cleaning
- **Ladder or stool**, if necessary for safe access
- Clean cloth/wiping material, where required
- Safe and unobstructed access to the chimney
- Proper electrical power supply
- Access to the kitchen/work area during the scheduled service

Note: The Client shall not be required to provide specialized tools, equipment, or spare parts. Such items, where necessary and chargeable, shall be arranged by the Service Provider/Technician and billed as applicable.