

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.

Microwave Oven Rate Card

Power unit Rate Card

Description	Service Charge ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Fuse 5/15 Amp	50 /
Pcb new	2250 /
Lvt	1250 /
Keypad / Touchpad Repair	1450 /
Power 3 Pin Top	99 /

Power Cord 1.5 mtr	250 /
Selector Switch	450 /
New Pcb (Universal)	2299 /
Membrane Switch Replaced	1499 /
Pcb Repair	1599 /

No Heating Rate Card

Description	Service Charge ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Capacitor Hv	350 /
Grill Heater	750 /
Diode Hv	450 /
Transformer Hv	1599 /
Cavity Sensor	550 /

Door Latch	550 /
Door Switch Set Of 3	350 /
Fan Blade (Plastic)	199 /
Fan Blade (Metal)	299 /
Fuse Hv	99 /
Oven Grill Heater (Smart)	1899 /
Thermal Cut Off	399 /
Timer	899 /

Noise Issue (vibration) Rare Card

Description	Service Charge ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Table Turn (Motor)	450 /
Roller	450 /

Fan Motor Blade	450 /
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Accessories Micro Oven Rate Card

Description	Service Charge ₹ <i>Rate / Unit (Excluding GST)</i> <i>Excluding Visitation Fee</i>
Bulb Holder	150 /
Mica Sheet	150 /
Door Hing	450 /
Timer Knob	99 /
Bulb Holder	199 /

Minor Repair Rate Card

Description	Service Charge ₹ <i>Rate / Unit (Excluding GST)</i> <i>Including Visitation Fee</i>
Wire Repairing	1/

Cavity Cleaning	1/
Cleaning, Electric Plug Adjustment Body Adjustment	1/

Amc Rate Card

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Elements, 5 Ltr To 10 Ltr.</i>	2899 /
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Elements, 10 Ltr To 25 Ltr.</i>	3899 /

MICROWAVE OVEN AMC – TERMS & CONDITIONS

1. General Exclusions

Any damage, corrosion, rusting, breakage, or malfunction resulting from electrical faults, voltage fluctuations, power surges, improper usage, mishandling, physical damage, damage to plastic components, moisture, pests, environmental factors, or any other external cause beyond the control of the Service Provider shall be excluded from the scope of this **AMC**.

2. Scope of AMC

This **AMC** covers preventive maintenance, inspection, basic servicing, troubleshooting, and repair of the covered Microwave Oven.

The AMC does not cover damage caused by misuse, overheating, operation without food inside the oven, use of unsuitable utensils or containers, liquid spillage, physical damage, electrical faults, or unauthorized repairs.

3. Repair & Replacement of Parts

This **AMC** covers repair and maintenance services only. If any part, component, or equipment is found to be beyond repair or unserviceable, replacement shall be carried out only with the Client's approval.

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

Any replacement requested by the Client for upgrading or other reasons shall also be chargeable separately.

4. Major Components

The AMC does not include the supply or replacement of major components such as:

- Magnetron
- High-Voltage Transformer
- High-Voltage Capacitor
- High-Voltage Diode
- Inverter Module
- Main PCB / Control PCB
- Display Board
- Touchpad / Keypad
- Fan Motor
- Turntable Motor
- Door Switch / Interlock Switch
- Control Panel
- Other major electrical or electronic components

If any such component requires replacement, it shall be provided only after the Client's approval. Charges shall be applicable as per the prevailing market price, along with applicable taxes, service charges, and transportation/cartage, where applicable.

5. General Servicing

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

General servicing may include:

- Basic inspection of the appliance
- Cleaning of accessible components
- Checking of electrical connections
- Checking of door and door-lock mechanism
- Checking of turntable operation
- Checking of basic heating operation
- Operational testing

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

6. AMC Payment

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

AMC services shall commence only after receipt of full payment.

7. EXCLUSIONS

The following are not covered under the **AMC**:

- Major spare parts replacement
 - Magnetron replacement
 - PCB / control board replacement
 - High-voltage transformer, capacitor, or diode replacement
 - Inverter module replacement
 - Display or keypad replacement
 - Door glass or major door assembly replacement
 - Damage due to fire, theft, water, or natural disasters
 - Damage due to electrical surge or voltage fluctuation
 - Damage caused by unauthorized personnel or third-party technicians
 - Physical or accidental damage
 - Damage caused by rodents, insects, or pests
 - Damage caused by liquid or moisture ingress
 - Cosmetic damage
 - Damage caused by improper usage or mishandling
 - Any modification, alteration, or upgrade
 - Any work not specifically included in this AMC
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8. 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 refers to the expected time for technician response/visit and does not guarantee completion of the repair within the same period.

9. CLIENT RESPONSIBILITIES

The Client shall:

- Provide a proper and safe electrical power supply.

- Ensure that the Microwave Oven is placed in a safe, dry, and accessible location.
 - Ensure proper ventilation around the appliance.
 - Allow access to authorized service personnel.
 - Inform the Service Provider of any known fault or previous repair.
 - Make timely payments for chargeable parts and services.
 - Not allow unauthorized persons or third-party technicians to repair or modify the appliance during the AMC period.
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10. CONDITION BEFORE AMC

The Client confirms that the Microwave Oven covered under this **AMC** shall be in proper and functional working condition prior to commencement of the contract.

Any existing fault, defective component, physical damage, or repair/rectification required before the start of the AMC shall be inspected and charged separately.

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

11. TERMINATION

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

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

12. GOVERNING LAW

This agreement shall be governed by the laws of **India** and shall be subject to the jurisdiction of the **courts of Delhi, India**.

13. CONTRACT PERIOD

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

14. AMC PAYMENT TERMS & CONDITIONS

AMC Duration

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

Payment Terms

- 100% advance payment before AMC activation.
- AMC services shall commence after confirmation of full payment.

Service Coverage

The AMC includes regular maintenance visits and basic servicing as specifically agreed.

Spare parts, major components, and major repairs shall be charged separately unless specifically mentioned as included in the agreement.

Payment Mode

Payment may be made through:

- Bank Transfer
- UPI
- Cheque in favor of **Souneeds**

Late Payment

A late fee of **2% per month** may be charged on overdue payments, where applicable.

Cancellation Policy

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

Service Response Time

Service requests shall normally be attended within **24–48 working hours**, subject to technician availability and service-area conditions.

Taxes

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

Agreement Renewal

An AMC renewal reminder may be shared approximately **15 days before the expiry date**.

SERVICE TERMS & CONDITIONS

1. 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 remain valid for **24 hours from the time of the technician's visit**.

If the Client confirms the repair or service work within 24 hours, the applicable visitation/inspection charge may be adjusted against the final service invoice.

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

2. Spare Parts & Cartage Charges

If spare parts are required during servicing or repair, the same may be sourced from the local market by the Service Provider/technician.

The cost of spare parts, along with applicable cartage, transportation, handling charges, and taxes, shall be borne by the Client and added to the final invoice.

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

The applicable warranty period for repair work or replacement parts shall be mentioned on the official bill or service receipt after completion of the work.

3. Transparency of Charges

The Service Provider assures the Client that there shall be no hidden or undisclosed charges.

All applicable costs, including:

- Service charges
- Spare parts
- Cartage/transportation
- Taxes
- Additional labor
- Any other applicable charges

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

4. Warranty Terms

The warranty applicable to any repair, servicing, or replaced spare part shall be specified in writing on the official invoice or service receipt issued upon completion of the work.

The warranty shall remain valid only for the duration mentioned on the invoice/service receipt and subject to normal and proper usage of the Microwave Oven.

Warranty shall not cover damage caused by voltage fluctuations, electrical surges, physical damage, liquid/moisture ingress, misuse, mishandling, pests, unauthorized repair, or any external cause.

PLEASE NOTE

If spare parts are required, the Technician may source them from the **local market** after informing the Client of the applicable cost and obtaining approval.

OUR INSTALLATION PROCESS

1. Inspection

We will inspect the location where the Microwave Oven is to be installed or placed and check:

- Proper space
- Electrical connection
- Ventilation
- Accessibility
- Safety conditions

2. Installation / Setup

We will place or install the Microwave Oven carefully according to the applicable requirements and manufacturer guidelines.

3. Testing

After installation/setup, we will check basic electrical operation and test the appliance to ensure that it is functioning properly.

4. Cleanup

We will clean the work area after completing the installation or service work.

OUR REPAIR & SERVICE PROCESS

1. Inspection & Quote

We inspect the Microwave Oven, identify the issue, and share the repair estimate with the Client.

2. Approval / Expert Review

Repair work begins only after the Client's approval.

If the Client is unsure about the recommended repair, they may contact our experts for further clarification or quote verification.

3. Service, Repair & Spare Parts

Our technician will carry out the required service or repair.

If spare parts are required, they will be provided at the approved rate after obtaining the Client's confirmation.

4. Testing

After the repair, the Microwave Oven will be tested for basic functionality and operation.

5. Warranty Activation

Where applicable, the warranty for the completed repair or replaced part shall become effective from the date mentioned on the invoice/service receipt issued by the Technician/Company.

SOUNEEDS PROMISE

Transparent Pricing

Clear and transparent pricing with no hidden charges.

Fixed Rate Card

Fixed/pre-approved rates for applicable services and repairs.

On-Call Repair Quote Verification

Clients can contact our experts for repair quote verification or clarification before approving the work.

Repair Warranty

Applicable repair/spare-part warranty will be mentioned on the bill or service receipt.

Damage Cover

Up to ₹3,000 damage cover, where specifically applicable and subject to Souneeds' applicable terms and conditions.

Quality Checking & Feedback

Surprise checking and customer feedback may be conducted during or after the service by senior technicians or the Souneeds quality team.

OUR TOP TECHNICIANS

Our technicians are:

- **Background verified by Souneeds**
 - Experienced in appliance servicing and repair
 - Trained across major brands
 - Skilled in Microwave Oven diagnosis, servicing, and repair
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WHAT WE'LL NEED FROM YOU

For smooth service, please ensure the following:

1. **Proper Plug Point / Electrical Connection**
2. **Safe & Accessible Location**
3. **Ladder / Stool**, if required for access
4. **Clean Cloth**
5. **Proper Electrical Power Supply**
6. **Access to the Microwave Oven for inspection and testing**

Important Note

Spare parts may be sourced from the local market when required. The Client will be informed of the applicable cost before the purchase and installation of any replacement part.

Souneeds reserves the right to revise service charges, spare-part prices, and applicable terms from time to time.