

Souneeds – Get Expert Services at Your Door Step

***Visitation Fee Charges Applied At 399 per Service & Work  
&***

***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.**

**Refrigerator Rate Card**

**Single Door Power Unit Rate Card**

| <b>Description</b>                     | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|----------------------------------------|---------------------------------------------------------------------------------------|
| Power 3 Pin Plug Top                   | <b>99 + Visitation Fee</b>                                                            |
| Inverter PCB Repair (Single Door)      | <b>2450/</b>                                                                          |
| Inverter PCB New Replace (single Door) | <b>4899 /</b>                                                                         |
| Repair PCB (Single Door) Non-Inverter  | <b>2450 /</b>                                                                         |
| Power Cord 3 Core (Heavy) 1.5 Mtr.     | <b>299 /</b>                                                                          |

## Single Door Cooling Unit Rate Card

| <b>Description</b>                  | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|-------------------------------------|---------------------------------------------------------------------------------------|
| Door Repair                         | <b>499 /</b>                                                                          |
| Door/Gasket Adjust                  | <b>499 /</b>                                                                          |
| Thermostat All Brand                | <b>699 /</b>                                                                          |
| Gasket With Magnet for All Model    | <b>499 / Mtr.</b>                                                                     |
| Defrost Sensor                      | <b>499 /</b>                                                                          |
| Condenser Coil (8 To 10 Band)       | <b>1199 /</b>                                                                         |
| Frazer With Capillary (Single Door) | <b>1799 /</b>                                                                         |
| Gas Charging Single Door with Filer | <b>2299 /</b>                                                                         |

## Single Door Compressor

| <b>Description</b>                                                                    | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Inverter Compressor                                                                   | <b>6500 /</b>                                                                         |
| Compressor Capacitor                                                                  | <b>499 /</b>                                                                          |
| Relay 1,2,3 C 4 Pin                                                                   | <b>499 /</b>                                                                          |
| Overload Protector (Olp)                                                              | <b>299 /</b>                                                                          |
| Relay & Overload Set                                                                  | <b>799 /</b>                                                                          |
| Compressor 60 ltr. to 165 ltr. With<br>Relay & Overload (Single Door)                 | <b>3699 /</b>                                                                         |
| Compressor 220 Ltr. To 260 ltr. With<br>Relay & Overload + Capacitor (Single<br>Door) | <b>4299 /</b>                                                                         |
| Compressor 320 Ltr. To 450 ltr. With<br>Relay & Overload + Capacitor (Single<br>Door) | <b>5899 /</b>                                                                         |
| Compressor 480 ltr. Above with<br>Relay & Overload + Capacitor (Single<br>Door)       | <b>7899 /</b>                                                                         |

## Single Door Accessories Rate Card

| Description                        | Service Charges ₹<br>Rate / Unit (Excluding GST)<br>Excluding Visitation Fee |
|------------------------------------|------------------------------------------------------------------------------|
| Copper Pipe Insulation             | 150 / Ft                                                                     |
| Door Switch                        | 299 /                                                                        |
| Door Lock                          | 399 /                                                                        |
| Drain Pipe                         | 299 /                                                                        |
| Drain Try                          | 499 /                                                                        |
| Bulb Holder                        | 199 /                                                                        |
| Door Leg                           | 299 /                                                                        |
| Drain Cleaning                     | In Visitation Fee                                                            |
| Freezer Single Door 60 To 200 ltr. | 1499 /                                                                       |
| Freezer Single Door Up to 200 ltr. | 1899 /                                                                       |
| Freezer Door Frame                 | 599 /                                                                        |

## Single Door Minor Repair Rate Card

| <b>Description</b>                 | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|------------------------------------|---------------------------------------------------------------------------------------|
| Defrost knob Adjustment            | <b>In Visitation Fee</b>                                                              |
| Door Gaping                        | <b>In Visitation Fee</b>                                                              |
| Electric Fixing (Rat Cutting Weir) | <b>In Visitation Fee</b>                                                              |
| Electric Plug Adjustment           | <b>In Visitation Fee</b>                                                              |
| Refrigerator Levelling             | <b>In Visitation Fee</b>                                                              |
| Refrigerator Location Changing     | <b>In Visitation Fee</b>                                                              |
| Temperature Setting                | <b>In Visitation Fee</b>                                                              |
| Drain Try Adjustment               | <b>In Visitation Fee</b>                                                              |
| Refrigerator Servicing             | <b>In Visitation Fee</b>                                                              |

## Double Door Power Unit Rate Card

| <b>Description</b>                | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|-----------------------------------|---------------------------------------------------------------------------------------|
| Lvt                               | 899 /                                                                                 |
| 3 Pin Top Power                   | 99 /                                                                                  |
| Power Cord 3 Core (Heavy)         | 299 /                                                                                 |
| Inverter Pcb Repair (Double Door) | 3499 /                                                                                |
| Pcb Repair (Double Door)          | 2499 /                                                                                |
| Replace New PCB (Double Door)     | <b>Rate Tell u at the time of Repairing<br/>&amp; Call</b>                            |

## Double Door Power Unit Rate Card

| <b>Description</b>      | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|-------------------------|---------------------------------------------------------------------------------------|
| Defrost Timer All Model | 699 /                                                                                 |
| Glass Heater All Model  | 899 /                                                                                 |

|                                         |               |
|-----------------------------------------|---------------|
| Coil Heater All Model                   | <b>1699 /</b> |
| Defrost Sensor (Bio Matel)              | <b>499 /</b>  |
| Drain Or Air Duct Cleaning All Model    | <b>399 /</b>  |
| Thermal Fuse All Model                  | <b>499 /</b>  |
| Bio metal + Thermal Fuse All Model      | <b>1199 /</b> |
| Defrost Sensor + Thermal Fuse All Model | <b>699 /</b>  |
| Rod Heater All Model                    | <b>1299 /</b> |

### **Double Door gas Charging Rate Card**

| <b>Description</b>             | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|--------------------------------|---------------------------------------------------------------------------------------|
| Cooling Coil All Model         | <b>2799 /</b>                                                                         |
| Dryer                          | <b>399 /</b>                                                                          |
| Condenser Coil 280 To 360 ltr. | <b>1150 /</b>                                                                         |

|                                                   |               |
|---------------------------------------------------|---------------|
| Condenser Coil 360 To 450                         | <b>1450 /</b> |
| Capillary C Filter                                | <b>399 /</b>  |
| Drain Try Condenser                               | <b>599 /</b>  |
| Pin Valve (Heavy)                                 | <b>150/</b>   |
| Gas Charging (Double Door) R134<br>250 To 350 ltr | <b>2150 /</b> |
| Step Valve                                        | <b>1699 /</b> |

### **Double Door Compressor Unit Rate Card**

| <b>Description</b>                                                        | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Compressor Capacitor                                                      | <b>399 /</b>                                                                          |
| Compressor With Relay, Olp,<br>Capacitor < 500 ltr (With Out<br>Inverter) | <b>8850 /</b>                                                                         |
| Overload OLP                                                              | <b>250 /</b>                                                                          |
| Relay                                                                     | <b>599 /</b>                                                                          |

|                         |        |
|-------------------------|--------|
| Relay + OLP + Capacitor | 1299 / |
|-------------------------|--------|

## Double Door Cooling Issue Rate Card

| Description                           | Service Charges ₹<br>Rate / Unit (Excluding GST)<br>Excluding Visitation Fee |
|---------------------------------------|------------------------------------------------------------------------------|
| Fan Motor Ac – Condenser All Model    | 1699 /                                                                       |
| Fan Motor Dc – Condenser All Model    | 2150 /                                                                       |
| Fan Motor Freezer (Ac) All Model      | 1299 /                                                                       |
| Fan Motor Freezer (Dc) All Model      | 1899 /                                                                       |
| Fan Motor Refrigerator (Dc) All Model | 1600 /                                                                       |
| Damper Thermostat All Model           | 1150 /                                                                       |
| Defrost Sensor All Model              | 499 /                                                                        |
| Door Repair Any Model All Model       | 599 /                                                                        |
| Fan Blade                             | 299 /                                                                        |

|               |       |
|---------------|-------|
| Room Sensor   | 499 / |
| Rotary Switch | 299 / |

## Double Door Refrigerator Accessories Rate Card

| Description        | Service Charges ₹<br>Rate / Unit (Excluding GST)<br>Excluding Visitation Fee |
|--------------------|------------------------------------------------------------------------------|
| Bulb (Normal)      | 60 /                                                                         |
| Bulb LED           | 75 /                                                                         |
| Bulb Holder        | 199 /                                                                        |
| Pipe Insulation    | 120 /                                                                        |
| Door Lock          | 499 /                                                                        |
| Door Switch        | 299 /                                                                        |
| Drainpipe 1.5 mtr. | 299 /                                                                        |
| Drain Try          | 399 /                                                                        |

|                      |       |
|----------------------|-------|
| Led Light            | 199 / |
| Magnetic Door Switch | 299 / |
| Thermostat Knob      | 75 /  |
| Door Leg             | 299 / |

### Side By Side Door Refrigerator Power Unit Rate Card

| <b>Description</b>        | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|---------------------------|---------------------------------------------------------------------------------------|
| Lvt                       | 899 /                                                                                 |
| 3 Pin Top                 | 99 /                                                                                  |
| 3 Core Power Cord (heavy) | 299 /                                                                                 |
| Replace New PCB (SBS)     | <b>Rate Tell u at the time of Repairing<br/>Call</b>                                  |

## Side By Side Door Refrigerator Cooling Issue Rate Card

| <b>Description</b>          | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|-----------------------------|---------------------------------------------------------------------------------------|
| Damper Thermostat           | <b>1450 /</b>                                                                         |
| Ac Fan Motor                | <b>1250 /</b>                                                                         |
| Fan Blade                   | <b>299 /</b>                                                                          |
| Room Sensor                 | <b>499 /</b>                                                                          |
| Rotary Switch               | <b>799 /</b>                                                                          |
| Thermostat                  | <b>899 /</b>                                                                          |
| Fan Motor Freezer (Dc)      | <b>1899 /</b>                                                                         |
| Fan Motor Refrigerator (Dc) | <b>1899 /</b>                                                                         |
| Fan Motor Condenser         | <b>2100 /</b>                                                                         |
| Door/ Gasket Adjustment     | <b>399 /</b>                                                                          |

|                                   |                 |
|-----------------------------------|-----------------|
| Damaged Door Repair               | 699 /           |
| Pin Valve                         | 250 /           |
| Cooling Coil (Side by Side)       | 3299 /          |
| Dryer                             | 299 /           |
| Refrigerant Gas Charge R134 C 600 | 2850 With Labor |
| Sub Condenser                     | 899 /           |
| Drain Tray Condenser              | 399 /           |
| Step Valve                        | 1299/           |

### Side By Side Door Compressor Unit Rate Card

| Description                                | Service Charges ₹<br>Rate / Unit (Excluding GST)<br>Excluding Visitation Fee |
|--------------------------------------------|------------------------------------------------------------------------------|
| Inverter Compressor 60 to 285 / 320 to 450 | 7899 / 8999                                                                  |
| Overload Protector                         | 399 /                                                                        |

|                                                      |               |
|------------------------------------------------------|---------------|
| Relay                                                | <b>499 /</b>  |
| Relay + Olp + Capacitor                              | <b>1650 /</b> |
| Normal Compressor Including Relay<br>+ Olp Capacitor | <b>8500 /</b> |

### **Side By Side Door Defrost Issue Rate Card**

| <b>Description</b>               | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|----------------------------------|---------------------------------------------------------------------------------------|
| Thermal Fuse                     | <b>499 /</b>                                                                          |
| Glass Heater                     | <b>1899 /</b>                                                                         |
| Cord Heater p Type               | <b>2199 /</b>                                                                         |
| Rod Heater                       | <b>2499 /</b>                                                                         |
| Heater Coil                      | <b>2100 /</b>                                                                         |
| Defrost Sensor with Thermal Fuse | <b>799 /</b>                                                                          |
| Drain And Duct Cleaning          | <b>499 /</b>                                                                          |

|               |        |
|---------------|--------|
| Defrost Timer | 1299 / |
|---------------|--------|

### Side By Side Door Ice & Water Dispenser Rate Card

| Description                     | Service Charges ₹<br>Rate / Unit (Excluding GST)<br>Excluding Visitation Fee |
|---------------------------------|------------------------------------------------------------------------------|
| Cube Maker Valve                | 1299 /                                                                       |
| Auger Motor                     | 1899 /                                                                       |
| Ice Maker Kit                   | 2599 /                                                                       |
| Ice & Water Lever Switch        | 299 /                                                                        |
| Ice & Water Solenoid Valve (SV) | 1299 /                                                                       |
| Ice Try                         | 499 /                                                                        |
| Ice & Water Lever               | 399 /                                                                        |
| Water Tank with Pipe            | 1599 /                                                                       |

### Side By Side Door Accessories Rate Card

| <b>Description</b> | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Excluding Visitation Fee</b> |
|--------------------|---------------------------------------------------------------------------------------|
| Pipe Insulation    | 199/                                                                                  |
| Door Switch        | 299 /                                                                                 |
| Drainpipe 1.5 mtr. | 150 /                                                                                 |
| Drain Try          | 599 /                                                                                 |
| LED Light          | 299 /                                                                                 |
| Bulb               | 50/                                                                                   |
| Bulb Holder        | 199 /                                                                                 |
| Door Leg           | 299 /                                                                                 |
| Door Switch        | 299 /                                                                                 |
| Knob               | 99 /                                                                                  |

## Side By Side Door Mainer Repair Rate card

| <b>Description</b>        | <b>Service Charges ₹<br/>Rate / Unit (Excluding GST)<br/>Including Visitation Fee</b> |
|---------------------------|---------------------------------------------------------------------------------------|
| Defrost Cycle Adjustment  | <b>In Visitation Fee</b>                                                              |
| Currant Testing           | <b>In Visitation Fee</b>                                                              |
| Noise Adjustment          | <b>In Visitation Fee</b>                                                              |
| Refrigerator Levelling    | <b>In Visitation Fee</b>                                                              |
| Location Changing         | <b>In Visitation Fee</b>                                                              |
| Wire Repairing C Retaping | <b>In Visitation Fee</b>                                                              |
| Drain Try Adjustment      | <b>In Visitation Fee</b>                                                              |
| Minor Repair - Other      | <b>In Visitation Fee</b>                                                              |

## Labour Charges Only – Material Not Included

### Refrigerator Rate Card

| <b>Description</b>                                           | <b>Service charge ₹<br/>Rate / Unit (Excluding GST)<br/>Including Visitation Fee</b> |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Relay & Over Load Fixing                                     | <b>599 /</b>                                                                         |
| Thermostat, Fan Motor, Bio Metal, Timer,<br>Heater, Rat Mash | <b>599 /</b>                                                                         |
| Gas Charging, Filer Change                                   | <b>1099 /</b>                                                                        |
| Capillary Change                                             | <b>399 /</b>                                                                         |
| Compressor Dismantling                                       | <b>399 /</b>                                                                         |
| Compressor Fixing & Gas Charging                             | <b>1099 /</b>                                                                        |
| Power Problem                                                | <b>399 /</b>                                                                         |

## Amc Rate Card

| <b>Description</b>                                                                                                                                            | <b>Service charge ₹<br/>Rate / Unit (Excluding GST)<br/>Including Visitation Fee</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <i>Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, Servicing or<br/>Compressor 0 To 285 Ltr. (Non-Inverter)</i>   | <b>4299 /</b>                                                                        |
| <i>Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, Servicing or<br/>Compressor 250 To 500 Ltr. (Non-Inverter)</i> | <b>6299 /</b>                                                                        |
| <i>Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, Servicing or<br/>Compressor 0 to 285 Ltr. (Inverter)</i>       | <b>5299 /</b>                                                                        |
| <i>Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, Servicing or<br/>Compressor 250 To 500 Ltr. (Inverter)</i>     | <b>8299 /</b>                                                                        |
| <i>Non-Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, 0 to 285 Ltr.<br/>(Non-Inverter)</i>                       | <b>2299 /</b>                                                                        |
| <i>Non-Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, 250 To 500 Ltr.<br/>(Non-Inverter)</i>                     | <b>4299 /</b>                                                                        |
| <i>Non-Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, 0 to 285 Ltr.<br/>(Inverter)</i>                           | <b>3299 /</b>                                                                        |
| <i>Non-Comprehensive<br/>Including All Electric Parts, Gas Charging,<br/>Fan Motor, Pcb Repairing, 250 To 500 Ltr.<br/>(Inverter)</i>                         | <b>5299 /</b>                                                                        |

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

| Description                                                                                                    | Service charge ₹<br>Rate / Unit (Excluding GST)<br>Including Visitation Fee |
|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <i>Pcb, Capacitor, Timer &amp; Bio Metal Change</i>                                                            | <b>599 /</b>                                                                |
| <i>Motor Fitting Change<br/>(Condenser Side)</i>                                                               | <b>599 /</b>                                                                |
| <i>Fan &amp; Motor Change<br/>(Fridge Ki Ander ki)</i>                                                         | <b>499 /</b>                                                                |
| <i>Gas Charging with Blazing Filter &amp; Pin Valve</i>                                                        | <b>1099 /</b>                                                               |
| <i>Gas Charging with Blazing Filter &amp;<br/>Capillary Change and Pin Valve</i>                               | <b>1099 /</b>                                                               |
| <i>Compressor Fitting &amp; Gas Charging</i>                                                                   | <b>1099 /</b>                                                               |
| <i>Condenser &amp; Cooling Coil Fitting with Gas<br/>Charging or Blazing Filter &amp; Pin valve</i>            | <b>1299 /</b>                                                               |
| <i>Condenser &amp; Cooling Coil Fitting with Gas<br/>Charging or Blazing Filter &amp; Capillary<br/>Change</i> | <b>1299 /</b>                                                               |

## ELECTRIC REFRIGERATOR AMC – TERMS & CONDITIONS

### 1. Scope of AMC

This AMC covers the inspection, preventive maintenance, servicing, and repair of the **electric refrigerator** 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,

water leakage, environmental conditions, or any other external cause beyond the control of the Service Provider shall be excluded from the scope of this AMC.

## **2. Refrigerant Gas Charging & Leakage**

The AMC includes a maximum of **two (2) refrigerant gas charging services and leakage testing** during the contract period.

Refrigerators installed or operated in areas with higher environmental risks, including areas near drains, sewage (nala), coastal areas, or industrial areas, shall also be covered within this maximum limit.

Any additional refrigerant gas charging, leakage detection, leakage rectification, or related repair beyond the two included services shall be chargeable separately.

## **3. Repair & Maintenance**

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 after obtaining the Client's approval.

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

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

## **4. Major Components**

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

- Compressor
- Inverter compressor
- PCB / Control Board
- Display Board
- Fan Motor
- Sensors
- Thermostat
- Relay / Overload
- Inverter Module
- Other major electrical or refrigeration components

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

## **5. General Servicing**

The AMC includes **one (1) complimentary general servicing/maintenance service** of the refrigerator during the contract period.

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

## 6. AMC Payment Terms

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 the full payment.

## 7. Exclusions

The following are not covered under this AMC:

- Major spare-parts replacement
- Compressor replacement
- PCB/control-board replacement
- Inverter module replacement
- Major electrical component replacement
- Damage due to fire, theft, water, flooding, or natural disasters
- Damage due to voltage fluctuations or electrical faults
- Physical or accidental damage
- Mishandling by the Client or unauthorized personnel
- Damage caused by third-party technicians or unauthorized repairs
- Cosmetic damage, scratches, dents, or broken plastic components
- Damage caused by improper installation or modification
- Any work or component not specifically included in this AMC

Any parts or services required due to the above exclusions shall be charged separately.

## 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 attending to the complaint and 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 the safety and accessibility of the refrigerator.
- Provide access to the equipment for inspection and servicing.
- Inform the Service Provider about any existing fault or issue.
- Make timely payments for approved additional work and spare parts.
- Not permit unauthorized persons or third-party technicians to repair the refrigerator during the AMC period without informing the Service Provider.

## 10. Condition of Refrigerator Before AMC

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

Any existing fault, pending repair, damaged component, refrigerant leakage, compressor issue, or other 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 a refrigerator that is severely damaged, unsafe, non-functional, improperly installed, or beyond economical repair at the time of initial inspection.

## 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 otherwise in writing.

## 12. Governing Law

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**.

## 13. Contract Period

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

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## SERVICE TERMS & CONDITIONS

### 14. Inspection / Visitation Charge

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

The inspection charge shall remain valid for **24 hours from the time of the technician's visit**.

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

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

### 15. 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, subject to availability.

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.

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

## **16. Transparency of Charges**

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

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

## **17. Warranty Terms**

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

The warranty shall remain valid only for the duration mentioned on the invoice/service receipt and shall be subject to normal usage conditions.

The warranty shall not cover damage caused by voltage fluctuation, improper usage, physical damage, water damage, mishandling, unauthorized repair, or other external causes.

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## **WHAT IS NOT INCLUDED**

The following services are not included unless specifically mentioned in the AMC agreement:

- Replacement or installation of electrical switchboards
- Modification of household electrical wiring
- Major electrical work
- Repair of commercial refrigeration equipment
- Repair of industrial refrigeration equipment
- Replacement of major components
- Civil or carpentry work
- Any work outside the refrigerator itself

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## **OUR INSTALLATION / REPLACEMENT PROCESS**

### **1. Inspection**

We inspect the refrigerator and the installation area to identify the issue and determine the required work.

## **2. Installation / Replacement**

After Client approval, the required component or approved equipment will be installed/replaced carefully by the Technician.

## **3. Testing**

The refrigerator will be tested after installation or replacement to ensure proper operation, wherever technically possible.

## **4. Cleanup**

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

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## **OUR REPAIR SERVICE PROCESS**

### **1. Inspection & Quote**

We inspect the refrigerator, identify the issue, and provide a repair quotation for Client approval.

### **2. Approval / Expert Review**

Repair work begins only after receiving the Client's approval. If the Client requires clarification, an expert review may be requested before proceeding.

### **3. Service, Repair & Spare Parts**

The Technician will carry out the approved repair using suitable tools and required spare parts.

Where spare parts are required, the applicable cost will be communicated to the Client before installation.

### **4. Testing**

After completion of the repair, the refrigerator will be tested, wherever possible, to verify the repaired functions.

### **5. Warranty Activation**

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

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## **SOUNEEDS PROMISE**

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

### **Background Verified by Souneeds**

Our technicians are background verified by **Souneeds**.

### **Experienced Technicians**

Our technicians are experienced in servicing major refrigerator brands and models.

### **Trained Across Major Brands**

Technicians are trained to diagnose and service refrigerators across major brands, subject to model and technical availability.

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## **WHAT WE'LL NEED FROM YOU**

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

1. **Proper Plug Point / Electrical Connection**
2. **Ladder / Stool**, where required for safe access
3. **Clean Cloth**
4. **Safe and Clear Access to the Refrigerator**
5. **Proper Electrical Power Supply**

**Please Note:** If spare parts are required, the Technician may source them from the local market, subject to availability. The Client will be informed of the applicable cost before the spare part is purchased or installed.