

This agreement is made at Ahmedabad.

THIS AGREEMENT NOW WITH STAND AS FOLLOWS:

We agree to maintain the Computer System and Peripheral Units detailed, at the charges mentions therein, for the Period mentioned below, subject to all other terms and Conditions of this agreement.

AGREEMENT PERIOD: From _____ to _____.

Location of Equipment:

**Digital Solution
A/124, Mrudulpark-4,
Ghatlodia,
Ahmedabad.**

The detailed amount excludes any taxes and Government levies as applicable later, due to operation or under any existing or new law. Any such charges would be payable by Customer in addition to the above charges.

1) Scope of Service:

We agree to provide the following services under the agreement, to keep the system in good working order.

- (a) Unscheduled, on call corrective and remedial maintenance subject to terms of this agreement.
- (b) Service to set rights the malfunctions of the system.
- (c) Replacement of unserviceable parts subject to such exclusions as specified later in the agreement. The parts replaced will either be new or old but equivalent to the performance. Whether a defective item or repaired shall be left to the sole discretion of us. In the case of replacement of a part, the defective part removed from the system will become our Property. Replacement of parts will be given only if we think that particular part is not repairable.
- (d) Only Electronics (Hardware) Parts are considered in this agreement.

2) Terms :

- (a) The customer shall be responsible for providing proper Power Source, a Standard Voltage Stabilizer and Proper environmental condition including electrical requirements and site facilities should be good. Any damage due to deviations from these, at the customer end will not be covered under this agreement.
- (b) The customer shall not, directly, or indirectly, open, alter, try to temper with or in anyway do any act which will result in intruding with the internal operation of the system and Peripheral units and do any modifications to the configuration without the presence of our engineer and without written prior approval from us.
- (c) The customer shall not be entitled to assign this service arrangement or any benefit or external agency, without the prior written consent of us. No one other than our engineer-authorized personnel shall have the authority to alter or change any items in the system of peripheral units.
- d) System maintenance charges shall **not include** the cost of consumable and supply Items such as but not limited to the following:

- (I) Ribbons, Magnetic tapes, Floppy diskettes, CD Disks, Computer stationery, Disc packs, Printer Head, CRT of Monitor, **Printer Knob, Ribbon Gear assembly (other plastic Parts), Mouse, Key tops, Toner & Fusion Assembly, Carriage Block, Carriage Parking Unit,** Any other consumable (toner, Fusion Assembly, Paper feeder Assembly etc.)
- (II) This warranty of the extends only to the problems arising out of normal functioning of the equipment and the agreement arising out of, whether partly or wholly misuse of the equipment or its use under environmental conditions either not prescribed by us or unsuitable for electronic equipment or arising out of any circumstances not normal. The agreement specifically excludes damages caused due to **fire, theft, Riots, flood, rats, Poor Supply, Mishandling, accidents and other exceptional circumstances.**
- (III) Data security, Virus cleaning, Software installation will not be considered under Contract.
- (IV) Any Operating System problem (Novell, UNIX, WinNT, WINDO, etc.) is not considered in Maintenance Contract.
- (V) Any Network or Electric Cabling, Electric Connection is not considered in Maintenance Contract.
- 1) Software should be provided by user / customer.
 - 2) Software support can be provided on mutual understanding but that will not be part of contract. For permanent software support extra charges will be charged.
 - 3) DATA will not be our responsibility, User itself has to take Backup, and if our Engineer takes backup even then it is your responsibility.
 - 4) In a Year User Get 6 (Six) On-Site & 3 (Three) Carry-In Support Service. Where User Have to Carry their Equipment to our Office.
 - 5) Our Office Time is 10:00 AM To 06:00 PM through Monday to Saturday.
 - 6) Please refer Other terms & Condition at our website : <http://cpuos.weebly.com/tc.html>

Contract will start only after proper checking of Computer Peripherals. Any problem found during checking will be done on chargeable basis.

Any additional Special Remark:

Sr. No.	Configuration of Computer	Qty	Rate
	COMPUTER	1	Per Year
1	Non Comprehensive (Without Spares) Desktop	Per PC / Laptop	1500/-
2	Comprehensive (With Spares) Desktop		3500/-
3	Non Comprehensive (Without Spares) Laptop		1800/-
4	Comprehensive (With Spares) Laptop		5500/-

Customer Signature & Seal

for, Digital Solution