



acuerdo

# Acuerdo Tech Solution LLP.

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**Annual Maintenance Contract (AMC) of  
Computer Networking Security and Peripheral**

Add: 204/20/A, Indira Gandhi Road,  
Konnagar Dist.- Hooghly, PIN- 712235

Contact: 91230 80452 / 91162 15999

Email: [acuerdotechsolution@outlook.com](mailto:acuerdotechsolution@outlook.com)

Website: [www.acuerdo.co.in](http://www.acuerdo.co.in)

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We can offer your company a support and service contract to keep your business'

Computer systems and network at peak performance. The service contract includes

Regular scheduled maintenance for all systems and equipment at an agreed service level and cost

### **On-site support**

We offer phone and on-site support of desktop and server operating systems as well as Support for a wide range of hardware. We aim to provide you with the highest possible level of customer service. When you call us we assign you with an experienced technician who can provide you with an 'end-to-end' resolution to your problem. Our technician will assess your situation, before recommending a course of action. If it is necessary to buy new parts or software than the technician will install these and ensure that you have a working system.

Rest assured that Clear Intentions keeps track of your support history so that we can maintain the continuity of care that you expect and trust.

### **Off-site / remote systems management**

For fast, efficient more cost-effective support, Clear Intentions can instigate a protocol to manage your company's IT systems remotely. Problems can be fixed quickly with minimum impact on your business and without waiting for a technician. Many tasks can be performed remotely including:

- Performing security checks
- Maintenance of user accounts and permissions
- Network operations and monitoring

# Services

❖ AMC SERVICES

❖ NETWORKING SERVICES

❖ CCTV & BIOMETRIC

❖ DESKTOP & LAPTOP REPAIR

❖ TONNER REFFILING

❖ PRINTER & SCANNER REPAIR

❖ SERVER MAINTENANCE

❖ DATA RECOVERY

❖ TALLY SALES & SERVICE

❖ ANTI-VIRUS RENEWAL

## Annual Maintenance contract (AMC) of computer & Peripherals, Networking, CCTV

### **SUB: GENRAL RATES OF AMC OF COMPUTER**

#### **Non-comprehensive**

- AMC charges of Per PC without any parts @ 750/- 6 Month
- AMC charges of Per PC without any parts @ 1500/- per Year
- AMC charges of Printer without parts @ 1100/- per year
- Networking Maintenance per connections @ 200/- per year
- AMC charges for Laptop without part @ 2000/- per year
- AMC charges for CCTV without part @ 550/- per year
- Tonner Refilling Charges @ 500/- per Tonner

#### **MAINTENANCE TERMS AND CONDITIONS**

PC system and all its peripherals should not move from installed position without the knowledge of concerned of ACUERDO TECH SOLUTION or his guidance  
Maintenance services will be provided within 24 hours.

Burn & Damaged goods/part not cover in AMC. The contract will cease if any person other than ACUERDO TECH SOLUTION opens the system. The customers have the right to make any changes or attachment to the equipment under AMC, by concerning with ACUERDO TECH SOLUTION. If any up gradation or addition is to be made to the

Systems then it should be done in the presence of a representative of ACUERDO TECH SOLUTION "SERVICES & AMC" charges will be increased accordingly.

We shall not be responsible for repair of damage or malfunctions of system due to accident, or use of non-standard electrical power, dust air conditioning, if repaired the customers has to bear the cost of spares. Replacement of All parts (all spares), consumables parts like printer head, key switches & tops, hard disk media, monitor, cabinet, adaptor, Plastic parts, Dvd writer, scanner unit any type of magnetic media etc. Shall be charged extra as they are not covered under any type of AMC Agreement (AMC without parts) in LaserJet, Deskjet, DMP, POS, thermal printer's spares and scanner's spares will be charged extra. In Line drivers and Dump terminal spares will be extra.

Customers will Hand over the system in perfect working conditions to ACUERDO TECH SOLUTION who in turn will Hand over the system in perfect working conditions to customers at the time of termination of contract. AMC will cover only electronic parts of computer device not any plastic or metal parts.

Initially AMC will be undertaken for the machines in OK conditions and if any repair required before commencement of AMC, shall be done at customer's cost i.e. ONE TIME REPORT (OTR-REPORT) before AMC undertaken system will be checked and repair on customer cost, above contract valid for hardware only, if software support required apart from operating system and basic office utility, will charged extra.

If any major crashed in computer system due to virus attack will not covered under AMC repair and damage cost will be paid by customer.

Here is our offer for Hardware AMC of computer and also our other General Terms & Conditions enclosed.

**Please read the quotation, and feel free to discuss and doubts. Hoping to work with you in time to come. Thanking you and assuring you our best support & service all the times**