



Date:--/--/2013

Subject: Proposal for AMC of Biometric Attendance System

To,
M/s. XYZ

Dear Sir,

First of all, I would like to thank you for the courtesy extended to the undersigned during our telephonic conversation. We are happy that you have given us the opportunity to showcase the AMC of ----- system in your organization.

Therefore to keep your system fully functional we are offering you annual maintenance contract (AMC) at the given mentioned rates. AMC of Biometric attendance system on comprehensive with the rate of Rs. 4000 for each Machine with software and Hardware. With the time of **1 year Warrenty** starting from the date of conformation/PO generated against the AMC .

At the time of AMC, system should be in working condition otherwise the cost incurred on bringing the system in working condition would be done by the client. The payment should be accepted only **cheque/DD** in favour of **Axies Technologies**.

The scope under this AMC entails the following :

1. Testing of various Biometric Attendance system Maintenance of Records.
2. All complaints free of charge including the replacement of spares.
3. Repair of parts free of cost in case of manufacturing defects.
4. The User can get free on-line Tele-support on all working days on any problem.
5. Free installation of Software and training of the attendance software.
6. One dedicated phone no. to log your complaint.

7. The maintenance work shall normally be done during working hours of the customer. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the servicing.

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The scope under this AMC not entails the following :

Defects arising out of improper handling, misuse, damage, accidents, Sabotages, lightning's wrong applications, electrical disturbances / faults in USER'S Electric supply system (such as absence of Earthing or presence of Earth to Neutral Voltage), any modification carried out by User on our System or software

Signature & Seal of the User
(XYZ.)

Thanks & Regards,

Axies Technologies

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Axies Technologies

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