**TERMS & CONDITIONS:**
This Livpure ACMC comprises of Extended Warranty (EW), Annual Comprehensive Maintenance Contract (ACMC) and shall come into effect only after the ACMC/EW is executed by you and Livpure Pvt. Ltd. as per terms and conditions mentioned herein.

## ACMC Benefits

1. Hassle free auto generated Preventive Maintenance Service.
2. ACMC Kit Replacement.
3. Free replacement of electronic Parts
4. No additional Visit charges
5. Genuine spare parts that enhances the machine's performance.

## ACMC Deliverables

| ACMC Deliverables | | | | |
|---|---|---|---|---|
| | **1 Year** | **2 Year** | **3 Year** | **4 Year** |
| **ACMC Price** | **5500** | **11000** | **16500** | **22000** |
| **Consumer Offer Price** | **5500** | **9680** | **14025** | **18040** |
| Preventive Maintenance (Free Visits/ Year) | 2 | 2 | 2 | 2 |
| Service (on requirement) | Unlimited (Free) | Unlimited (Free) | Unlimited (Free) | Unlimited (Free) |
| ACMC Kit (per Year) | 1 Kit | 1 Kit | 1 Kit | 1 Kit |
| Pump/Membrane (per year) | One time Free (on requirement) | One time Free (on requirement) | One time Free (on requirement) | One time Free (on requirement) |
| Electrical parts | Free (on requirement) | Free (on requirement) | Free (on requirement) | Free (on requirement) |
| Body/Tank/Plastic part | Chargeable | Chargeable | Chargeable | Chargeable |
| Tap | Chargeable | Chargeable | Chargeable | Chargeable |
| Other spare parts | Free (on requirement) | Free (on requirement) | Free (on requirement) | Free (on requirement) |

To receive Services under this Service Contract, you agree to comply with the following:
We provide/cover below services/parts in one year of this ACMC program:

1. You will get 2 auto generated preventive maintenance services at 180/330 days
2. RO membrane once in a year (If required).
3. Any electronic part once in a year (If required).
4. No service charges on the visit of service engineer.

**Livpure Pvt. Ltd.**
Office No.-1, 1st floor, Anant banglow, Shinde Road, Shivaji Nagar,
Pune - 411005, Maharashtra (India) Phone: 8652137185
www.livpure.com

**Registered Office :**
WZ-106/109, Rajouri Garden Extension, New Delhi-110027
CIN : U41000DL2011PTC219758

a) Provide your ACMC/EW No. and a copy of your Service Contract's original copy, if requested:
b) Provide information about the symptoms and causes of the issue with the Equipment/Product:
c) Respond to request for information, including but not limited to the Equipment/Products serial number model, actions taken before the equipment experienced the issue and steps taken before the equipment experienced the issue and steps taken to resolve the issue;

- In case of any change of address, the customer must inform the Company one week in advance giving full details of his new address. The Company shall continue to provide maintenance services at new address. It should be ensured that the equipment is installed at the new address by the Company's Authorized Service Personnel only. The cost of the installation will be borne by the customer.
- The Company agrees to provide preventive maintenance services to the customer's equipment either by itself or, through any of its Authorized Service Center.
- This service contract does not cover damages to the equipment on account of fire, lightening water seepage or abnormal mains supply voltage or not used according to the manufacturing guidelines for Product Usage supplied at the time of purchase of the Equipment.
- The scope of this contract does not cover servicing & replacement of cabinets, plastic items.
- Any major defect reported within 15 days of taking ACMC will be done on chargeable basis
- The renewal of the Livpure ACMC will be applicable if the Company satisfies itself that equipment is in a maintainable condition. If the equipment is found to be defective, the Company will charge from the customer all cost of inspection, time and spares to bring the equipment in a maintainable state.
- The servicing shall be done on all working days except national holidays, during normal working hours of the Company Service Center. The Customer shall provide reasonable facilities, which may be required for carrying out the servicing without any hindrance whatsoever.
- In carrying out its obligations Livpure may, at its discretion and solely for the purposes of monitoring the quality of Livpure's response, record part or all the calls between you and Livpure and you by signing this contract, give your unequivocal consent to the same.
- In this ACMC , replacement of Membrane Maximum one time in a year, "sediment, activated, multilayer/spun filter two times in a year. Faulty and replaced parts need to be returned to the company. Defective parts can be replaced with new or refurbished parts.
- In case the customer wishes to shift the equipment within the premises, then the cost of shifting of the equipment & cost of additional wiring and plumbing will not be covered under the Livpure Care Pack.
- If, in Livpure's sole judgment, a repair is requested when no defect in materials and workmanship in the Product/Equipment is found, Livpure reserves the right to charge you a fee to cover any reasonable costs incurred by Livpure.
- Livpure reserves the right to change the method by which Livpure may provide repair or replacement service to you, and your equipment's eligibility to receive a particular method of service. Service will be limited to the options available in the Country/State, where service is

requested. Service options, parts availability and response times may vary according to Country/State.

• During the validity of the Livpure ACMC Period the customer shall not directly or indirectly open alter or tamper the Equipment.

• During the period of Livpure ACMC, the customer shall not entrust the servicing of the equipment to any outside agency or person other than Livpure.

• The Company's Liability under this contract is restricted to ensure that the repairable equipment, covered under this contract, is after repairs, in good working order and no other liability whether expressed or, implied, of whatever nature shall be entertained.

• Livpure may subcontract or assign performance of its obligations under this contract to third parties.

• The Company shall not be liable or, deemed to be in default for any delay or, failure in performance resulting directly or indirectly due to events outside Livpure's reasonable control (Force Majeure).

• This service contract is not transferable. The obligations of the Company under this contract shall cease forthwith if the customer ceases to be the owner of equipment. No refund of any amount shall be due in such cases.

• ACMC will be applicable subject to clearance of payment. Bounce cheque cases are liable of a penalty of Rs. 500/- per transaction, and without prejudice to all other rights of the company to file civil and criminal complaint, in Courts of appropriate jurisdiction, as per the statutory laws of the country in force, from time to time.

• No amount will be refundable in case of cancellation of contract.

• This service contract shall be construed and governed in accordance with the laws of the Republic of India. The parties attorn to the exclusive jurisdiction of the courts in New Delhi in connection with any disputes.

• Severability: The invalidity or unenforceability of any provision of this service contract shall not affect the validity or enforceability of any other provision hereof.

• Waiver: Failure by Livpure to enforce any of its rights under this service contract in a particular instance shall neither constitute a waiver of its rights under this service contract nor shall it constitute a continuing waiver or prelude subsequent enforcement thereof.

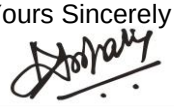
• Entire Agreement: This service contract is the entire agreement between you and Livpure Pvt. Ltd., and there are no verbal, express, implied promises, representation, or terms between you and us for the products or services, other than as set out therein.

• Limitation of Liability: To the extent not prohibited by law, Livpure and its suppliers will not be liable for any direct, consequential, incidental, special or other indirect damages, such as lost profits, arising from these terms even if Livpure has knowledge of the likelihood of such damages. In the event that Livpure shall fail to provide the services in accordance with these terms, Livpure entire liability and Customers exclusive remedy for breach of these terms shall be for Livpure to use its reasonable efforts to re-perform the services within a reasonable period of time; provided, that in the event Livpure is unable to re-perform, Livpure may elect to refund all payments actually received by Livpure from Customer for services in question, after deducting the charges

for the service already performed under this contract, in full discharge and satisfaction of Livpure obligations. Such refund shall constitute Livpure entire liability for damages of Livpure, its employees or agents, arising from these terms whether by contract or tort exceed the amounts Customer actually paid Livpure, to the extent not prohibited by Law, the limitations in this section shall also apply to personal injury and death

**Note: The value of care pack contains 40% for labor and 60% for spares.**

Yours Sincerely



Dhirendra K. Tripathy
(Head-Customer Service)

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