

APRAMEYA I.T. SOLUTIONS

Standard Terms & Conditions

APRAMEYA I.T. SOLUTIONS

1. Scope of Work

APRAMEYA I.T. SOLUTIONS provides IT infrastructure solutions, including but not limited to CCTV, networking, EPABX, computers, software solutions, digital marketing, and related services as per the agreed proposal/quotation.

2. Warranty

- Manufacturer's warranty applies to products supplied (CCTV, computers, servers, networking devices, etc.) as per OEM policy.
- Warranty covers manufacturing defects only; not applicable for physical damage, mishandling, power issues, or natural calamities.
- Installation accessories (cables, connectors, minor materials) carry a 3-month workmanship warranty from the date of installation.

3. Service & Support

- Free support is provided during the warranty period for product-related issues.
- Service charges apply for:
 - Site visits beyond warranty.
 - Reinstallation, shifting, or changes after handover.
 - Issues caused by electrical surges, water damage, lightning, or tampering.

4. Client Responsibilities

- Client must provide stable power supply, earthing, and internet connectivity where required.
- Equipment should not be tampered with without prior consent from APRAMEYA I.T. SOLUTIONS.
- Maintenance of UPS/inverter/power backup is the client's responsibility.

5. Payment Terms

- Payments must be cleared as per agreed terms on the quotation/invoice.
- Delay in payment may lead to suspension of services until dues are cleared.

APRAMEYA I.T. SOLUTIONS

6. Annual Maintenance Contract (AMC)

- Optional Comprehensive AMC is available at agreed rates.
- AMC includes preventive maintenance, service visits, and replacement of faulty parts (excluding physical damage, theft, fire, or intentional tampering).
- AMC term: 1 year, renewable annually.

7. Limitations of Liability

APRAMEYA I.T. SOLUTIONS will not be responsible for:

- Data loss due to system failure, hard disk crash, or network outages.
- Unauthorized access/misuse of systems after installation.
- Consequential losses, downtime, or theft despite installation of systems.

8. Jurisdiction

Any disputes will be subject to the jurisdiction of Kodagu District Court, Karnataka.

APRAMEYA I.T. SOLUTIONS | #14, 2nd Floor, Subramanya Arcade, Rathabeedi, Maruthi Circle, Kushalanagara, Kodagu – 571234, Karnataka, India | Phone: +91-9482915256 | Email: aprameyaitsolutions@gmail.com | www.aprameyaitsolutions.com