

# Frozen India

## (Comprehensive Maintenance Contract (CMC) Details and T&C\*)

### Terms and Conditions:

1. I acknowledge that the AMC covers waiver of visiting charges and routine service charges during the contract period.
2. I understand that any change of address must be notified to Frozen India in advance.
3. I agree that spare parts required for repairs/replace under non-comprehensive AMC will be provided on a chargeable basis.
4. I understand that no refunds will be provided if I cancel the contract before its completion.
5. I acknowledge that certain circumstances, including improper use, unauthorized alterations, neglect, or acts of nature, may not be covered under the AMC.
6. The company shall be under no obligation to provide repair/service because of improper use, unauthorized alteration, modification or substitution of any part or Sr. No. of the machine is altered, defaced or removed, abnormal voltage fluctuation, rat bite, neglect, acts of god like floods, lightening, earthquakes etc. Or causes other than ordinary use. If our services are required as a result of the causes stated above, such services shall be at extra charge.
7. I understand that while efforts will be made to prioritize emergency breakdowns, Frozen India is not responsible for any resulting losses.
8. I agree that the AMC contract is non-transferable, and no refunds will be given upon resale or gifting of the equipment.
9. I acknowledge that any equipment brought to the service center remains at my risk, and Frozen India is not liable for damages.
10. I understand that I am responsible for transportation costs to the service center for repairs.
11. I acknowledge that damage due to transportation or shifting is not covered under the contract.
12. I understand that shifting or dismantling/installation of the air conditioner is chargeable if ownership remains the same.
13. I understand that renewal of the AMC after expiry is at Frozen India discretion.
14. I agree to pay labor charges if I decline the AMC contract after technicians identify faults and damages.
15. I acknowledge that the AMC contract becomes active only after full payment.
16. I understand that Frozen India is not responsible for gas leakage in specific conditions like sewer, and gas refilling charges may apply if necessary.
17. I agree that all disputes are subject to Delhi Jurisdiction.

For more details contact us on mail or call us

([Frozenindiahelp@gmail.com](mailto:Frozenindiahelp@gmail.com) , call us – 9716442446)