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## MSKITS AMC SOFTWARE SUPPORT — TERMS AND CONDITIONS

1. 8 HOUR / 5 DAYS SUPPORT
2. SOFTWARE LICENSE FROM YOUR END ONLY IF YOU NOT PURCHASED FROM MSKITS
3. NO HARDWARE SUPPORT
4. SUPPORT THROUGH REMOTE ACCESS
5. NO DATA'S BACKUP SUPPORT
6. REINSTALLATIONS NOT COVER UNDER THIS CONTRACT
7. 24 HOURS GURENTEED RESPONSE
8. 72 HOUR TRUSTED CALLS SHOULD BE CLOSED
9. EVERY CALL REGISTER FROM [www.mskinfotech.com](http://www.mskinfotech.com) WEB PORTAL CONTACT FORM
10. EACH ISSUES, YOU HAVE TO RAISE EACH COMPLAINT NUMBERS
11. ONCE CONTRACT SIGNED, NOT CANCELLABLE
12. NEXT YEAR RENEWAL CANCELLATION YOU SHOULD INFORM BEFORE 3 MONTHS
13. DIRECT CONTACT AS PER ESCALATION MATRIX
14. WHATSAPP GROUP IS NOT OFFICAL
15. EMAIL COMMUNICATIONS ARE OFFICIAL
16. SERVER DATA'S NOT COVER UNDER THIS CONTRACT
17. VIRUS & HACKING IS NOT COVER UNDER THIS
18. AMC PAYMENT IS PREPAID ONLY
19. GOVERNMENT TAXES EXTRA APPLICABLE

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## MSK IT SOLUTIONS

4/153, PALLAVAN NAGAR, MEDAVAKKAM, CHENNAI, INDIA - 600100.

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## MSKITS AMC HARDWARE SUPPORT — TERMS AND CONDITIONS

1. 8 HOUR / 5 DAYS SUPPORT
2. IF COMPREHENSIVE AGREEMENT WE WILL PROVIDE THE SPARE PARTS IF GET FAILURE
3. IF NON-COMP. AGREEMENT CUSTOMER WILL PROVIDE THE SPARE PARTS IF GET FAILURE
4. IF WE PROVIDE THE SPARE PARTS CHARGES EXTRA ( NON-COMP. AGRE. )
5. NO SOFTWARE SUPPORT
6. SUPPORT THROUGH DIRECT VISIT AND PHONE CO-ORDINATION DEPENDS ON THE PROBLEM
7. DATA´ S NOT COVER UNDER THIS CONTRACT
8. 24 HOURS GURENTEED RESPONSE
9. 72 HOUR TRUSTED CALLS SHOULD BE CLOSED
10. EVERY CALL REGISTER FROM [www.mskinfotech.com](http://www.mskinfotech.com) WEB PORTAL
11. EACH ISSUES, YOU HAVE TO RAISE EACH COMPLAINT NUMBERS
12. ONCE CONTRACT SIGNED, NOT CANCELLABLE
13. NEXT YEAR RENEWAL CANCELLATION YOU SHOULD INFORM BEFORE 3 MONTHS
14. DIRECT CONTACT AS PER ESCALATION MATRIX
15. WHATSAPP GROUP IS NOT OFFICAL
16. SERVER DATA´ S NOT COVER UNDER THIS CONTRACT
17. VIRUS & HACKING IS NOT COVER UNDER THIS
18. AMC PAYMENT IS PREPAID ONLY
19. GOVERNMENT TAXES EXTRA
20. REPACEMENT PARTS MAY NOT EQUAL BRAND FROM EXIST PARTS
21. KEYBOARD, MOUSES ARE CONSUMABLE (EXTRA CHARGES APPLICABLE IF CROSSED THE LIMIT)

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