



Dear Customer,

We thank you for your trust in our product. We at Carrier Midea India Pvt. Ltd believe in providing our valued customers the best in engineered technology & quality performance for extreme Indian conditions. Striving to keep our commitments and to ensure best product performance, we offer to you exciting “Happy Homes Annual Maintenance Plans” to cover the service support for your products.

Should you avail of these services, our qualified service team will ensure that your products are in optimum condition to give you best performance and at the same time be economical in operations.

Thank you,

Head Customer Services
Carrier Midea India Pvt. Ltd.

ANNUAL MAINTENANCE CONTRACT : RATE CARD

AIR CONDITIONER	Capacity / Type	Window AC		Split AC (Fixed Speed)		Split AC (Inverter)	
		Within 5 Yrs	Above 5 Yrs	Within 5 Yrs	Above 5 Yrs	Within 5 Yrs	Above 5 Yrs
	1 Ton	1,500	2,400	2,000	3,200	3,500	5,600
	1.5 Ton	1,700	2,880	2,500	3,500	4,200	6,720
	2 Ton	2,000	3,200	2,880	4,500	5,040	8,064

MICROWAVE OVEN	Solo Type	Grill Type	Convection Type
	500	750	900

Rates mentioned above are exclusive of Taxes are applicable as per Govt. of India rules. These rates are applicable for the products ageing 0 to 8 years, 8+ years product do not qualify for the AMC.

DISCOUNT OFFER#	Condition	AMC taken within 30 days of purchase	Product is in warranty or having 2 Products / 2 yrs AMC	3 to 5 Products or 3 yrs AMC	5+ Products in one location
	Discount	10%	10%	15%	20%

i) Only one scheme is applicable in one transaction. ii) The discount offered cannot be clubbed together. iii) Product should belongs to same product category



CARRIER MIDEA INDIA

TERMS & CONDITIONS

1. The Carrier Midea India's (CMI) Annual Maintenance Contract (hereinafter referred to as AMC) is an Optional Service Contract, to cover product(s) under the AMC for ensuring working condition. This AMC is offered by Carrier Midea India Pvt. Ltd who is a service provider to Carrier & Midea brands to the purchaser.
2. This AMC is offered to the customers who are residing within the municipal limits of the city/ town of the company's authorized service centers. However, customers residing outside the municipal limits of the city/ town of our Service centre can also opt for this AMC, but in this case, the service will be undertaken only as per journey cycle of service engineer to that location. In case of Gas charging & compressor replacement, the customer will have to bring the set at his own expense to the service centre or transportation charges are to be paid by customer if service is requested by customer at Home in case of Gas Charging & Compressor replacement.
3. AMC will be offered to the customer only after inspection of the set & ensuring that the set is in the working condition. However, if set is outside warranty & not in working condition, then the set will be repaired on chargeable basis first & then AMC can be taken/issued to customer.
4. AMC shall be valid for a period as mentioned in the work order form, or the CMI invoice, duly signed by CMI representative.
5. Acceptance / Renewal of AMC after expiry of the AMC shall be at the discretion of the company.
6. The company shall be under no obligation to provide repair / service under AMC if the set is not working because of improper use, unauthorized alteration, modification or substitution of any part or serial number of the machine is altered, defaced or removed, abnormal voltage fluctuation, rat bite, negligence on part of customer, 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 as per company price list
7. While all effort shall be made to give preferential attention to emergency breakdown of the product, the company shall not be held responsible for any loss arising due to delay in service.
8. AMC covers only operational parts. Operational parts are only those component parts that are critical to the performance of the product's essential function. Plastic & Rubber Parts, Lamp, Interconnecting cable, Rubber pads for Remote Control, interconnecting Copper Tubes, aesthetic parts & Stabilizer are not covered under this AMC. Un-installation & re-installation is also not covered under AMC in case of change of location of product.
9. The Company's Authorized Service Partner/ engineer will only be authorized to perform Service under this AMC for all covered product(s). Customer will have to register his complaint at Call Center numbers mentioned in this form.
10. Service will be provided during the normal business hours on working days of the - Service provider. Customer are requested to ensure that engineer who is attending/ visiting for complaint, shall carry his ID card for identification.
11. All faulty parts which are covered under AMC shall be replaced with compatible working parts & replaced parts must be handed over to the Authorized Service personnel.
12. In case the customer wants to cancel the AMC before the completion of the AMC period, there shall be no refund of the charges for unexpired period, however the purchaser may transfer AMC if location of the product is changed within the service network of CMI in any state, only in condition that the un-installation & re-installation of the product from one place to another place is done by authorized personnel of CMI only, therefore, customer has to register his request at call center of CMI to change of location. CMI authorized service center will carry out un-installation & reinstallation on chargeable basis & thereafter, the AMC will continue for unexpired period.
13. During AMC, incases where the set cannot be repaired at the location of the customer & is required to be repaired at company's service center, then Transportation charges will be borne by customer.
14. All payments are to be made in advance along with AMC work order Form.
15. All disputes are subject to Gurgaon Jurisdiction.



CARRIER MIDEA INDIA

**Carrier Midea India Private Limited, 1st Floor, Pearl Tower, Plot No. 51, Institutional Area,
Sector : 32, Gurgaon, Haryana - 122 001, India; Website : www.carriermideaindia.com**

CARRIER SERVICE

Contact No. (Toll Free) : 1800 3011 1111
Email : customercare@carriermidea.com

MIDEA SERVICE

Contact No. (Toll Free) : 1800 3000 0011
Email : mideacare@carriermidea.com