

# ANNUAL MAINTENANCE CONTRACT (AMC) AGREEMENT

This Annual Maintenance Contract (AMC) Agreement is made on this \_\_\_ day of \_ 20

## Between

**Veenus Computers**, Madurai, Tamil Nadu, India (hereinafter referred to as the “**Service Provider**”)

## And

**Client Name & Address:** \_\_\_\_\_ (hereinafter referred to as the “**Client**”)

Both parties agree to the terms and conditions mentioned below.

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## 1. SCOPE OF AMC

This AMC covers preventive and corrective maintenance of IT equipment as listed in **Annexure A**, including but not limited to: - Desktops / Laptops - Servers - Printers - Networking devices - CCTV systems

Maintenance services shall be provided at the Client’s premises or remotely, as applicable.

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## 2. AMC TYPE OPTIONS

### OPTION A: COMPREHENSIVE AMC (WITH MANPOWER)

Under Comprehensive AMC, the Service Provider shall: - Provide **dedicated/periodic IT manpower** as agreed - Carry out preventive maintenance (monthly/quarterly) - Attend breakdown calls during business hours - Repair or replace defective parts (excluding exclusions listed below) - Provide OS-level troubleshooting and system optimization - Coordinate with OEM/vendor if required

**Included:** - Spare parts (HDD, RAM, SMPS, Motherboard, Keyboard, Mouse – if applicable) - Labor charges - Call-out charges

**Excluded (unless specifically mentioned):** - Physical damage, liquid damage, fire, theft, natural calamities - Consumables (toner, ink, paper, batteries) - Software licenses and upgrades

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**OPTION B: NON-COMPREHENSIVE AMC (WITHOUT COMPREHENSIVE, WITH MANPOWER)**

Under Non-Comprehensive AMC, the Service Provider shall: - Provide **IT support manpower** as agreed - Carry out preventive maintenance - Attend breakdown calls during business hours - Diagnose faults and provide repair services

**Not Included:** - Cost of spare parts and replacements

**Chargeable Separately:** - Spare parts - Major hardware replacements - Software installation (if not covered)

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**3. MANPOWER DETAILS**

- Type: On-call / Part-time / Full-time (tick applicable)
- Working Hours: \_\_\_\_\_
- Support Days: \_\_\_\_\_
- Response Time: Within \_\_\_ hours from complaint logging

Manpower will adhere to Client’s basic security and workplace policies.

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**4. CONTRACT PERIOD**

- AMC Start Date: \_\_\_\_\_
- AMC End Date: \_\_\_\_\_
- Contract Duration: 12 Months

The contract may be renewed upon mutual consent.

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**5. PAYMENT TERMS**

- AMC Charges: ₹ \_\_\_\_\_ + applicable taxes
  - Payment Mode: Advance / Quarterly / Half-Yearly / Annual
  - Delay in payment beyond \_\_\_ days may lead to service suspension
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**6. SERVICE LIMITATIONS**

- Support limited to listed equipment only
  - No guarantee for data recovery
  - Services limited to standard business hours unless otherwise agreed
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## 7. CLIENT RESPONSIBILITIES

- Provide safe working environment
  - Ensure proper power supply and infrastructure
  - Maintain valid software licenses
  - Report issues promptly
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## 8. TERMINATION

Either party may terminate this agreement with **30 days written notice**. No refund shall be applicable for unused period unless otherwise agreed.

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## 9. LIABILITY

The Service Provider shall not be liable for indirect, incidental, or consequential losses including data loss or business interruption.

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## 10. GOVERNING LAW

This agreement shall be governed by the laws of **India**, subject to jurisdiction of **Madurai, Tamil Nadu** courts.

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## 11. ACCEPTANCE

By signing below, both parties agree to the terms of this AMC Agreement.

<b>For Service Provider</b>	<b>For Client</b>
_____ Name:	_____ Name:
_____ Signature:	_____ Signature:
_____ Date:	_____ Date:

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**Annexure A - Equipment List** 1. \_\_\_\_ 2. \_\_\_\_ 3. \_\_\_\_