

# ANNEX A: STANDARD TERMS AND CONDITIONS:

---

## **A. PRODUCT SPECIFICATIONS**

1. The images displayed in the quotation or on the website may differ from the actual products due to ongoing product enhancements. However, please note that the technical specifications will remain unchanged.
2. It is the customer's responsibility to verify whether the product complies with the relevant Indian Standards/ International Standards

## **B. DELIVERABLES:**

1. Any supply or service not explicitly mentioned in this quotation will be subject to additional charges.
2. Miscellaneous hardware, power cables, mains MCCB, civil work, cable trays with covers, etc., are not included in the offer and must be arranged by the customer.
3. While our systems are designed to withstand voltage fluctuations within  $\pm 10 - 15\%$ , stabilized power supply is to be arranged by the customer in case of heavy fluctuations, we shall not be held responsible for any consequential damage. Customer also needs to ensure proper Earthing. Ambient temperature should not exceed 50°C.
4. All wiring, cable laying, conduits, civil work, grouting, etc., are the responsibility of the customer. Our responsibility is limited to the commissioning of the instrument/ panel.

## **C. DELIVERY PERIOD**

1. The delivery period for ex-stock items is as of the current date. Any delay in placing an order may result in stock depletion.
2. Order execution will commence solely upon receipt of a techno-commercially cleared Purchase Order (PO) and advance payment in accordance with the provided proforma.
3. We will make every effort to deliver within the quoted delivery period. However, in the event of unforeseen circumstances, we cannot be held liable for delays in delivery.

## **D. TRANSPORT**

1. The purchaser bears the responsibility to inquire about dispatch particulars.
2. We will take measures to ensure proper packaging of the product. However, please note that in the event of transport damages or delays, we cannot be held liable.



[www.premierin.com](http://www.premierin.com)

3. If a customer requests dispatch through a specific transport or courier service, they are responsible for arranging pickup from our facilities or covering the associated charges for handing over the materials to that transport.

## **E. WARRANTY & CLAIMS**

1. Standard Warranty terms are applicable for “Premier” manufactured products only. The warranty for purchased items/ bought out items (eg., PC, monitor, convertor, etc) will be directly facilitated by the manufacturer. We shall not be involved in the process of arranging repairs or replacements for damaged products.
2. Any claims of missing/ damaged product or accessories should be made within 2 days of the receipt of the product.
3. Throughout the warranty duration, remote support via video conferencing shall be extended for minor inquiries or matters necessitating preliminary analysis.
4. After the warranty period, support will be provided through an Annual Maintenance Contract or on a chargeable site visit basis.

## **F. ORDER COMMENCEMENT & EXECUTION**

1. During order execution, communication and suggestions must be routed through a single responsible representative appointed by the customer or the head of the concerned department, to avoid misinformation or miscommunication.
2. The act of placing an order verbally or through a Purchase Order (PO) confirms acceptance of the provided terms and conditions.
3. Inspections prior to dispatch will be conducted exclusively at our facilities, subject to prior confirmation.

## **G. ORDER MODIFICATIONS/ CANCELLATIONS:**

1. Any modifications requested after the receipt of advance payment or purchase order, whichever occurs earlier, will be subject to additional charges.
2. In terms of order cancellation post or during execution, the entire advance amount shall be forfeited.

## **H. SERVICE/ VISIT**

1. Site/services/ installation/ freight offered in this quotation are applicable only for tier 1 & tier 2 locations within India, unless explicitly specified
2. For other locations customer to arrange stay, pickup, drop and safety of the representative of Premier Electrosystems
3. For international sites, all related documentation, formalities, and charges are to be borne and arranged by the customer.

## **I. AMC**

### **1. For Software/ SCADA projects:**

1.1. The AMC covers software version upgrades and license, if applicable, but excludes hardware-related issues or site visits.

1.2. The AMC requires the customer to provide internet access to the system.

1.3. The AMC only covers deficiencies or faults in the SCADA software and does not cover modifications.

1.4. The price of the AMC varies between 20 and 40% of the SCADA and development cost, depending on complexity and support needs

### **2. For Testing Instruments/ Panel Meters**

2.1. The AMC covers preventive maintenance, routine servicing, and breakdown support for the products supplied by Premier Electrosystems, as specified in the contract. The contract applies only to the products mentioned in the AMC agreement.

#### **2.2. Services Covered**

Preventive maintenance: Once a year

Breakdown calls: Maximum 2 visits per year

Labour charges: Included

Spare parts:

Standard AMC: Charged extra

Comprehensive AMC: Included

#### **2.3. The AMC does not cover:**

Physical damage, misuse, or unauthorized repairs

Damage due to external factors such as fire, water, voltage fluctuations, or natural calamities

Consumables and accessories unless specifically included

Software updates or firmware upgrades (unless specified)

## **J. ADDITIONAL REQUESTS:**

1. Premier Electrosystems shall furnish all requisite documentation, including invoices and test reports, in singular copies only. Customers are hereby requested to specify any documents necessitating duplication.

2. If a customer requires calibration certificates, it is necessary for them to explicitly indicate their request either within their email correspondence or on their purchase order.

3. Any special documentation in specific formats shall be provided at an extra cost.