

Terms and Conditions that are typically included in an Annual Maintenance Contract (AMC) for generators.

1. **Services Covered**
 - Regular servicing, preventive maintenance, and inspections are included.
 - Emergency repairs will be attended within the agreed time, subject to availability.
 - Replacement parts are charged extra unless explicitly stated in the contract.
2. **Duration**
 - The AMC is valid for one year from the start date.
 - Renewal must be done before the expiry date.
3. **Payment Terms**
 - Payment can be made upfront or in agreed installments.
 - Delay in payments may pause services.
4. **Customer Responsibilities**
 - Operate the generator properly as per the manual.
 - Allow access to the generator for servicing.
 - Inform the service provider about any issues immediately.
5. **Exclusions**
 - Damage caused by misuse, accidents, or natural disasters is not covered.
 - Major repairs (e.g., engine, alternator) and external electrical faults are excluded.
6. **Spare Parts**
 - Only genuine parts will be used, and their cost will be charged extra.
7. **Response Time**
 - Complaints will be attended within [insert time frame, e.g., 24 hours].
 - Extra charges may apply for emergency services outside working hours.
8. **Termination**
 - Either party can terminate the contract with a 30-day notice.
 - Refunds (if any) will be based on unused services.
9. **Liability**
 - The service provider is not responsible for losses due to generator failures.
 - Liability is limited to the amount paid for the AMC.
10. **Force Majeure**
 - Services may be delayed due to events like natural disasters, strikes, or other uncontrollable circumstances.