

**PICANOL INDIA PVT LTD.**

**621 & 622, DLF TOWERS,  
BLOCK – IV, 15 SHIVAJI MARG,  
WEST DELHI  
PIN : 110 015**

Phone numbers : ++91 11 42461202/ 91 11 42464024 &  
+ 91 11 42461202 ( telefax)

**EMAIL : [indiadelhi@picanol.be](mailto:indiadelhi@picanol.be)**

**Messrs.**

BALAR Synthetic Pvt Ltd,  
Mali Khera, Ajmer Road , MANDAL,  
BHILWARA - 311001

Dear Sir,

**Re : Annual Service Contract**

Kindly note that for the services of our service engineer, be it for trouble shooting, erection, commissioning or servicing, we herewith submit our standard charges to you which are valid **FROM 1<sup>ST</sup> APRIL, 2019 TO 31<sup>ST</sup> MARCH, 2020.**

**SERVICE CHARGES**

For the purpose of levy of service charge, the machines have been divided into two categories, namely second-hand machines and new machines. Second-hand machines shall include those machines which, prior to use by the customer, have been owned by some other person. For second-hand machines, service charges will be Rs.5200/- per day for each service engineer from the day he starts the journey to the day he returns to the respective office (including for Sundays and intervening holidays). For new machines, the service charges will be Rs. **4800/-** per day, other conditions remaining the same.

**GOODS & SERVICE TAX**

**Goods & Service Tax as applicable** as per the relevant laws on the service charges, as well as, all the expenses reimbursed by the customer, will have to be paid by the customer separately.

**OTHER APPLICABLE  
TAXES/LEVIES**

Any other taxes/cess/levies, which may be required to be paid under any central/local legislation, pursuant to rendering of services by us, shall be borne by the customer.

**TO AND FRO FARE**

Return air passage cost or 2<sup>nd</sup> class AC / 1<sup>st</sup> class return train fare from Delhi / Ahmedabad/ Mumbai / Coimbatore, as the case may be, whichever is availed of & applicable shall be borne by the customer. **In case of railway journey, service charges will be payable from the day engineer starts journey to the day he returns to his headquarters.**

Further necessary transport arrangement from the airport / railway station to your factory/mills will be provided by you. In case, no such transport facility shall be provided, we will be entitled to claim reimbursement towards taxi charges for commutation from the airport/railway station to your factory/mills.

**CONVEYANCE**

Expenses incurred during transit/stay viz. conveyance expenses, toll charges, etc. to be paid on actual basis.

**LODGING & BOARDING**

To be provided and paid by you in a decent hotel to the entire satisfaction of our engineer. In addition, an amount of Rs. 1200/- per day (and Rs 1350/- per day for service provided on second hand machines) to be paid as out-of-pocket expenses from the first day to the last day of his stay including travelling days. In case, the lodging and boarding facility will not be provided, we will claim reimbursement of expenses actually incurred by the engineer in this respect from the customer.

**EXTRA-WORKING HOURS**

The terms indicated above are our normal service charges for attending a working day of 8 hours and any extra-hours worked on any day will be charged @ Rs. 400/- per hour or a major part of the hour, subject to the prior sanction obtained from the concerned persons at the department.

**PAYMENT**

An amount of Rs. 40,000/- will have to be paid by you as advance. Please note that engineer will be deputed only after receipt of the advance payment and not prior to that. The customer shall make payment against bills raised by the engineer, on weekly basis, and the advance amount shall be adjusted against the last bill raised by the engineer during his visit.

In case, the stay of the engineer is extended after adjustment of advance, intimation shall be given to you for release of further advance.

In respect of any tax withheld on payments made to us, the withholding tax certificate shall be promptly furnished to us.

In the event payment is not made by the customer within a period of Fifteen days from the date of intimation by us/ raising of bill by our engineer, interest on delayed payment will be charged @15% per annum.

**DELIVERY PERIOD**

For any service required by you, kindly allow us a time of five working days to enable us to depute concerned personnel to your factory/mill.

**SERVICE ASSISTANCE**

- a) Assistance of your technical personnel who are attending The machine in routine working will have to be given.
- b) Manual labor to the extent required will be provided by you.
- c) Special tool sets and necessary spare parts along with Engineering services will also be provided by you.

We now request you to please return the duplicate copy of our contract duly signed by you as a token of your acceptance of our normal terms and conditions.

Assuring you of our best services at all times, and thanking you,

Yours faithfully,  
For PICANOL INDIA PRIVATE LTD.

Accepted  
For \_\_\_\_\_

AUTHORISED SIGNATORY

AUTHORISED SIGNATORY