

To	:	Mr.M.A.H Manamendra Link Natural Pvt Ltd	E-mail	:	hemachandra@linknatural.lk
			Tel	:	0777317147
From	:	Ishfaq Ahamed Specialist-End User Computing	Mobile	:	0771035274
Subject	:	<u>Quotation for Dell Notebook</u>	Our Ref No	:	IA/CS/090817.02
Date	:	09 th August 2017	No. of Pages	:	06

Dear Sir,

With reference to the conversation had with regarding the above, we are pleased to mail our pricing for your kind perusal.

Dell Vostro 3568

Processor	:	7th Gen Intel Core i5-7200U processor (3M cache, up to 3.1 GHz)
Screen	:	15.6-inch HD (1366x768) Anti-Glare LED-Backlit Display
Web cam	:	Integrated 720p HD camera with microphone
Memory	:	8GB Single Channel DDR4 2400MHz (4GBx2)
Hard Disk Drive	:	1TB 5400 rpm SATA Hard Drive
Optical Drive	:	Tray load DVD Drive (Reads and Writes to DVD/CD)
Power Adaptor	:	65W AC Adapter
Power Cord	:	Power Cord (UK/Irish)
Battery	:	Primary 4-cell 40W/HR Battery - Laptop Batteries Carry One Year Warranty
Carrying case	:	Dell Essential 15.6" Topload
Graphics	:	AMD Radeon R5 M420 Graphic with 2GB DDR3L vRAM
Communications	:	Wireless driver of 1810 802.11ac + Bluetooth 4.1, Dual Band 2.4&5 GHz, 1x1
Keyboard	:	Internal US International Qwerty Keyboard
Operating System	:	Windows 10 Home Single Language (64bit) English OS Media Kit Not Included
Other Features	:	SD Card Reader (SD, SDHC, SDXC) No Fingerprint reader
Warranty	:	3 Years Warranty (Gold) (Spare parts, on –site service/support for 3 years from the date of invoice)
Unit Price	:	Rs. 93,000.00
Delivery	:	Ex Stock, within 3-4 working days from the date of Purchase order.

Terms and Conditions

1. Acceptance of Orders

The Customer acknowledges agreement with these Terms and Conditions of Sale by the placement of a written order to purchase products and services from Softlogic information technologies (Pvt) Ltd. A fully owned subsidiary of the Softlogic holdings PLC

Softlogic information Technologies (Pvt.) Ltd. – V.A,T registration number 114097080-7000

Softlogic Information Technologies (Pvt) Ltd. is our trading name. This contract of sale is between the entity named on the invoice (the “Customer”) and Softlogic Information technologies (Pvt.) Ltd. also referred to as “softlogic”

All goods are supplied on these terms and conditions only and no person in the employment or otherwise as agent for Softlogic Information technologies (Pvt) Ltd. has any authority to supply goods on any other terms and conditions or to vary these terms and conditions in any way whatsoever unless it is sent in writing.

2. Validity of offer

Our Offer is valid for 30 days from the quotation. Prices include taxes, duties and other miscellaneous costs. Due to the dynamic nature of the industry substantial changes in the government policy, duties & taxes, devaluation etc. these changes will have to be borne by customer.

The Selling Dollar rate of Central Bank will be taken at the time of placing the order.

Software, Network items, multifunction printers, equipment racks, cartridges, carrying case if purchased without notebook, are subject to 15% VAT on quoted prices. (VAT rates will be applicable on the date of invoice)

3. Delivery / installation of Goods

We place great importance on the fast and reliable delivery of Customers orders, delivery will be done within 1-3 days from receiving the order if available Ex-stock or within 6-8 weeks for import and supply through sea freight. If Air freight is requested delivery period could be done within 3-5 weeks (additional cost of 5% for Desktops and Notebooks on the quoted price unless otherwise specified).

The goods shall be at the Customers risk at the point of delivery. The Customer, upon taking delivery of the goods, shall immediately examine the goods and place the signature/seal on the invoice and delivery note. Any defect in goods should be immediately informed, failing which the goods shall be deemed to have been delivered in good order and condition and accepted by the Customer.

Site preparation for the proposed system i.e. power outlets, dust free environment etc. will be the responsibility of the customer.

If installation is required after delivery, please contact below personnel .

Ms. Chandani Kumari (Pvt Sector)

- 0115 575000 (Ext. 5229)

4. Title of Goods

The goods shall remain the sole and absolute property of Softlogic as legal and equitable owner and the Customer shall hold such goods as bail only until such time as the Customer shall have paid the full price. The Customer shall be liable to softlogic in respect of any loss or damage to the goods during such bailment.

5. Payment

For customized orders, 100 % with the written PO. For those items available in stock 50% with order and the balance upon delivery.

Cheques should be raised in favor of “Softlogic information technologies (Pvt) ltd.”

The price shall be paid by the Customer in full without any deduction in respect of any claimed set-off or counterclaim (including any such set-off or counterclaim on account of any delay on the part of softlogic in delivering any part of the goods) on or before the payment date.

In addition to any other rights or remedies of softlogic in the event of the Customer’s default hereunder, shall be entitled:

- a) To charge and recover costs incurred for the collection of payment, cheque dishonor fees, interest at the current bank overdraft rate plus two percent per month from the due date for payment until payment in full;

6. Return or Exchange of Goods

In the case of a defective equipment Softlogic will gladly refund or credit goods returned within 2 days provided the goods are in original condition, original packaging, current version and **not** a customized order (an order that has been exclusively manufactured or ordered specifically from our principals) .Otherwise, we will make our best effort to arrange exchange with the manufacturer or accept the goods back for resale.

Please note that where the plastic seal of a software package is broken or a license is registered specifically for the customer the return or exchange cannot be accepted due to copyright and licensing restrictions unless faulty nor defective. In this case we will help the Customer obtain a working copy.

7. Warranty Information

All products sold by Softlogic are covered by the manufacturers’ warranty that accompanies the product unless otherwise stated.

Please Note: Due to restrictions placed upon us by the manufacturers, hardware that is defective on arrival can generally be exchanged if we are notified within 7 days of invoice. Otherwise, the manufacturer’s warranty process must be followed.

Hardware

All defective parts should be promptly released (by customer) to Softlogic for expedited resolution (except for Platinum warranty).

Resolution times indicated below will not be applicable an embedded product license key.

Warranty will not be honored -

1. For damages caused by - power surges, insects, rodents and other animals, liquid spillage, physical impacts, corrosion due to sea breeze, usage not suitable for the product, wear and tear due to excessive usage.
2. Cosmetic repairs. (discoloring, fading of external components)
3. If peripherals (monitor, keyboard, mouse, power adaptor, etc.) are swapped between machines.
4. For batteries after the 1st year of warranty.
5. Consumables.
6. Printer heads, knobs, fuser units, transfer belts, imaging units, maintenance kits.
7. Less than 5 dead/stuck pixels on LCD/LED monitors & LCD Laptops

8. Warranty services

Based on local market expectations. Softlogic has designed the following services in order to provide maximum value to its customers from their IT purchase. The services provided are from some of the leading technical experts in the country who have been certified in many areas of IT business. Standard services offered to our customers are based on GOLD support levels unless specified otherwise

Softlogic Support Level comparison		Service Levels			
Key Features		Basic	Gold	Extended Gold	Platinum
Diagnostic & Troubleshooting					
Support service local business hours 8x5		✓	✓	✓	✓
support service 24 x 7 x 365					✓
Basic phone support		✓	✓	✓	✓
Senior level certified hardware and software support				✓	✓
On line support (remote logon)				✓	✓
Wireless and network configuration assistance			✓	✓	✓
Operating software how to assistance for end users (only for originals supplied by Softlogic)		✓	✓	✓	✓
Dedicated Technical Account Engineer					✓
Parts Dispatch					
Same day					✓
Will be dispatched within 1 day after releasing faulty part				✓	
Dispatch within 3 working days after releasing defective part			✓		
Best efforts based on parts availability at the Dell parts center (subject to immediate release of defective parts to Softlogic)		✓			
Transport					
Free transport onsite-Island wide			✓	✓	✓
On Site Technical Response					
Carry-in only		✓			
Colombo City - 4 to 6 working hours			✓	✓	
Colombo City - 4 hours					✓
Colombo Metro (25KM radius) - 4 to 6 working hours			✓	✓	
Colombo Metro(25 KM radius) - 4 hours					✓
Out of Colombo - Next business day			✓	✓	
Out of Colombo - With in 24 Hours					✓
SPECIAL SERVICE OFFERINGS					
Keep your hard drive (physical control over sensitive data)	please contact sales person for price				
Softlogic Asset recycling (to dispose IT equipment responsibly)	please contact sales person for price				
Software deployment charges	please contact sales person for price				
IT Fleet Management	please contact sales person for price				
Insurance Cover	please contact sales person for price				
Definitions – Colombo City – Colombo 1 to 15 Colombo Metro limits – Katunayaka, Miriswaththa, Ranala, Homagama, Piliyandala, Panadura Calls logged in after 3.30Pm will be considered as logged in at 8.30Am the following working day. * All warranty support will be for the durtion of the warranty package					

9. Other

Software

The use of copied software is illegal. **Softlogic Information Technologies (Pvt) Ltd.**, cannot be held responsible for trouble free operation if such software is used.

Virus prevention

It is highly recommended to have updated licensed anti-virus software running all PCs and Servers. Prevention & recovering from virus attacks not covered in the agreement.

Original Operating System (O/S)

The O/S ordered will be installed at the time of delivery. Any subsequent downgrades (on-site) could be arranged at a nominal fee. Media will be provided only if supplied by Software manufacturer. No media will be provided for the downgraded O/S.

Data

It is the responsibility of the customer to keep backups of all data. Even though all precautionary measures would be taken when carrying out repairs, Softlogic will not assume responsibility for any loss of data or installed software. If required, data transfer can be carried at a nominal fee.

Insurance

An insurance cover is recommended to be obtained by the customer in order to protect against natural disaster, Theft, etc.

Hardware defect reporting

All calls are to be informed to the “**Helpdesk**” command centre. The hot line is (hunting) **2369640**. These calls will be directed to the relevant zonal help desk centers for quick response.

Customers are required to obtain a helpdesk fault reference number for each call.

Customers are also advised to have the serial no's of the faulty item at the time of making a complain. This will avoid any delays at the time of reporting a fault

10. Contact details

During standard working hours (weekdays from 8.30Am to 5Pm) -

Engineering Helpdesk on 2369640

During non-working hours and call escalation -

Colombo region	-	Shivantha Mudannayake	(0777-345254)
Out of Colombo	-	Jude Milinda	(0773-792268)
Overall	-	Madhura Anuranga	(0772-092533)
Enterprise	-	Nishantha Mendis	(0773-730982)
AGM Technical	-	Udara Perera	(0773-822665)
GM Engineering	-	Kanishka Karunaratne	(0777-312953)

We look forward to serving you!

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Authorized Signature