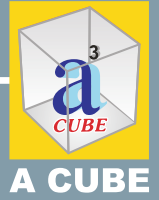




VOICE LOGGERS PHONE RECORDERS



AMC / SSC SCHEME FOR PC BASED A-CUBE PHONE RECORDERS / VOICE LOGGERS

AMC - Annual Maintenance Contract Covers both, Voice Logging Hardware, as also Software Support.
SSC - Software Support Contract – Covers only Software Support. Voice Logging Hardware not included.

PRODUCT DESCRIPTION	MRP on Box	PRICE Rs. With 1 YEAR WARRANTY	SERVICE TYPE	PRICE (Rs.)		
				1 YEAR	2 YEARS	3 YEARS
1 Line Phone Recorder - USB-1	3990/-	3360/-	AMC SSC	1000 500	1700 800	2200 1000
2 Line Phone Recorder - USB-2	5985/-	4200/-	AMC SSC	1400 500	2000 800	2500 1000
4 Line Phone Recorder - USB-4	16800/-	12495/-	AMC SSC	3500 900	5500 1500	7000 2000
8 Line Phone Recorder - PCI-8	18900/-	12495/-	AMC SSC	3500 900	5500 1500	7000 2000
8 Line Phone Recorder - USB-8	21000/-	17850/-	AMC SSC	5300 900	7800 1500	10000 2000
16 Line Phone Recorder - PCI-16	33600/-	19950/-	AMC SSC	6000 1300	9000 2400	11500 3000
16 Line Phone Recorder - USB-16	42000/-	34755/-	AMC SSC	11000 1300	16000 2400	20000 3000
PRI Logger - 30 Channels	99750/-	78750/-	AMC SSC	22000 17000	40000 32000	54000 42000

Both the above, Schemes are effective from 01st April, 2016 onwards. Previous Schemes continue to remain valid / effective till expiry.

Both the above Schemes become effective after receipt and acceptance of AMC / SSC Payment and Issuance of formal Invoice by us

Customer can select only 1 of the above 2 Schemes

Our Help Desk Phone Nos. are
011 2981 3192 / 011 2981 6299

Help Desk Support Timings are
09:45 to 17:30 hours
Monday through Saturday.

We observe Sundays & Public Holidays as Off Days

Every Product carries an A - CUBE Hologram with the Product Serial No. mentioned on it. The Serial No. of the Voice Logger is required to be informed when availing service

SCOPE AND LIMITATIONS OF THE AMC / SSC CONTRACT

AMC – (Annual Maintenance Contract) covers both, Voice Logging Hardware, as also Software Support.

SSC - (Software Support Contract) covers only Software Support. The Contract does not include support for Voice Logging Hardware

Both the above Schemes become effective after receipt of and Acceptance of AMC / SSC Payment and Issuance of formal Invoice by us

Hardware under AMC covers only the Phone Recording Unit – against any manufacturing defects. The Connecting Cables, Software CD and User Manual are not covered under AMC

Free Software Download (if required again) is provided to all our Customers

Product User Manual is contained in the Software CD and can also be downloaded from our website

Telephonic Help Desk Support / Remote Login Support is available during the currency of the AMC / SSC Contract

Target Machine is required to be on internet for providing Remote Login Support. Alternatively, only Telephone Help Desk support can be provided.

[Please Click here to download Ammy Admin V3.5 to get online remote support](#)

We desire that our products provide Optimum Performance and Utmost Customer Satisfaction

Customers are invited and welcome to avail our Help Desk support during the currency of the AMC / SSC contract and without any hesitation

We do not provide On-Site / Physical Visit support.

AMC Is accepted for a maximum period of 3 years, after expiry of 1 year standard product warranty. Hence, Warranty + AMC cannot exceed a total of 4 years.

SSC (Software Support Contract) is offered for products older than 4 Years. This can also be taken in Slabs of 1 / 2 / 3 Years at a time

Part AMC's / SSC's are not accepted. AMC / SSC are accepted only for all Purchases made by Customer

A Genuine A - CUBE PHONE RECORDER carries an A - CUBE Hologram with the Product Serial No. mentioned on it. The A-CUBE Hologram should not be damaged / tampered with; otherwise AMC will become null and void

We reserve the right to Repair products covered under AMC. (We normally carry all required spare parts, IC's etc in ready stock) If the Product is not repairable, we will provide a 'working' product as replacement. Customer will not have the right to insist on a new product as replacement. The Sellers' decision; to Repair or Replace the Product will be final and binding.

When sending defective products; please ensure that the Product + and including All Connecting Cables, are packed in secure and shock proof packing. Normal lead / Return Time after Repair / Replacement is 4-5 working days after receipt by us. The return Courier charges for the repaired / replaced product will be borne by us

The AMC is valid only if the Product is used (a) solely for the purpose for which it has been designed. (b) The conditions for usage of the product are normal and proper, and (c) the product will not be subjected to improper use and conditions

It is also the responsibility of the Customer to provide clean and proper controlled power supply to the product. The. Product Warranty / AMC does not cover Burnout / Brownout or Physical damage to the Product due to

over voltage / short circuiting / improper earthing / power leakage from any source to the device. This includes power from the main power line / Computer / Epabx / Telephone Wiring / LAN Cabling etc

Physical Damage to the Product due to misuse, mishap, accidental damage or due to natural calamities, example: fire, floods, earthquakes etc. are not covered under Warranty / AMC

Any Attempted / Actual Tampering with the Product will also render both, the Warranty & AMC Null and Void. Such, Warranty / AMC Claims will be refused, if the Warranty Seal and /or The Product Hologram are found Damaged and / or Tampered with.

Our responsibility is restricted only to the proper working and maintenance of the product under Warranty / AMC We are / will not be held responsible for any loss of data / commercial advantage due to the product having malfunctioned / turned defective,

After, the AMC / SSC Contract for 1 or more years is taken and the Voice Logger is found dead upon Examination / providing 1st service; then Single Service Charge will be charged.

The Single Service charge will be 50% of the 1 Year SSC Charge. The Balance amount will be Credited / Refunded to Customer, after deduction of above amount.

This facility is available for the 1st Time only, and will not be applicable subsequently. Example, If the Voice logger is dead after 6 months of contract or anytime earlier / later, The SSC charge for the balance period will not be refundable

All Products being taken under AMC will be examined remotely by us, before accepting them under AMC. We also reserve the Right to request you to Courier some products/pieces - for our physical examination, before accepting them under AMC. This exercise will be undertaken by us after receiving advance AMC payment, and before conveying our acceptance / raising AMC Invoice.

There will be no pro-rata refund of AMC charges: If the use of the product is discontinued mid-contract due to any reason.

We reserve the right to refuse to accept an AMC/SSC or cancel any AMC/SSC midway, without assigning any reason thereof. In such case, an email notification will be sent to the Customer. Refund payment related to the unused period of the AMC/SSC will be sent to the customer by courier within 48 hours of such cancellation.

Customers entering in to AMC /SSC Contract are deemed to have read, understood and accepted the above.

Our Bank And Account Details Are As Below

VIJAYA BANK (Branch Code 6005)
C-31, Moolchand Commercial
Complex, Defence Colony
New Delhi - 110024

Our Bank &
Account Details

Account Name : EDP AIDS PVT LTD
Account No. : 6005 060 41 000 003
Branch MICR Code : 110 029 007
RTGS / NEFT / IFSC : VIJB 000 6005

EDP

EDP AIDS PVT LTD

www.edp.in

B-72, Lajpat Nagar-2

New Delhi - 110 024

Phones : 2981 3192

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99 581 66436

email : edp@edp.in