Annual Maintenance Contract (AMC)

Contract no.: _____ Date: _____

1. Parties

	Service provider	Customer
Name / business name		
Address		
GSTIN (if registered)		
Contact person and phone		
Email		

2. Contract period

Start date	
End date	
Contract duration	___ months

3. Type of contract (tick one)

□ Comprehensive (CMC): labour, visits and replacement of covered parts are included.

□ Non-comprehensive (AMC): labour and visits only; parts are charged separately.

4. Equipment schedule

No.	Equipment	Make	Model	Serial no.	Location / site	Warranty ends
1						
2						
3						
4						
5						
6						

5. Scope of service and preventive maintenance visits

Number of preventive visits in the contract period	___
Visit schedule (for example every 3 months)	

Visit	Planned month / date	Technician	Done on
1			
2			
3			
4			

Each visit covers inspection, cleaning, testing and adjustment of the equipment listed above, and a written service report left with the customer.

6. Breakdown calls

Response time for a breakdown call	___ hours from the call
Service mode	□ On-site □ Carry-in to service provider
Service hours and days	
How to raise a call (phone / WhatsApp / email)	

7. Parts coverage and exclusions

Parts covered (Comprehensive only)	

Not covered by this contract unless agreed in writing:

- Physical, liquid or accidental damage, including damage during transport.
- Consumables and accessories (filters, cartridges, batteries, cables and similar).
- Faults caused by power surges, voltage fluctuation, lightning or poor earthing.
- Misuse, unauthorised repair or modification, or equipment moved without notice.
- Fire, flood and other events beyond reasonable control.
- Software, data loss and equipment not listed in the schedule.

8. Contract value and payment

Contract value (before tax)	
GST (rate and amount)	
Total payable	
Payment frequency	□ Yearly □ Half-yearly □ Quarterly □ Monthly
Payment due date and mode	

9. Responsibilities of the customer

- Give access to the equipment at the agreed visit dates.
- Keep the equipment in a suitable place with stable power.
- Report faults promptly and do not allow anyone else to repair covered equipment.
- Pay the contract value on the due dates.

10. Responsibilities of the service provider

- Carry out the preventive visits and breakdown calls as set out above.
- Use trained technicians and give a service report after every visit.
- Tell the customer before any chargeable work is done.
- Keep the customer's equipment details and records confidential.

11. Renewal

This contract may be renewed for a further period by written agreement before the end date. Renewal terms and value will be reviewed at the time of renewal. Renewal reminder to be sent ___ days before the end date.

12. Termination

Either party may end this contract by giving ___ days' written notice. On termination, the service provider will refund or the customer will pay for the period already served as agreed: _____.

13. Disputes and jurisdiction

Disagreements will first be settled by discussion. If not resolved, they are subject to the courts at _____.

14. Signatures

	For the service provider	For the customer
Signature		
Name		
Designation		
Date and place		

This is a general format for information only. Adapt it to your business and have it reviewed by your legal adviser before use. It is not legal advice.