



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION
Powai, Mumbai 400076.

Date: 28.12.2023

Ref. No. (PR No. 1000036870)

RFx No.6100001602

SPECIFICATIONS/TERMS & CONDITIONS - CMC for Nova Nano SEM for 2 Years

<u>Sr. No.</u>	<u>Terms & Conditions</u>	<u>Compliance (Yes/No)</u>
1.	EMERGENCY SERVICE: In case of a breakdown, service has to be provided, within 48 hrs. Telephonic assistance should be provided within 24 hours of breakdown. Emergency visits are required in any breakdown/ equipment failure. There will be regular visits also.	
2.	MAJOR REPAIRS: Company has to repair all the parts & components including those which cannot be repaired on-site.	
3.	PRICES OF SERVICES/ PARTS OR COMPONENTS: No changes in price will be accepted once the tender is submitted by company till the end of the agreement.	
4.	WARRANTY: As per IIT Bombay rules, company has to provide minimum 1 year warranty on all parts & components.	
5.	EXPORT/ IMPORT OF PARTS OR COMPONENTS: Parts or components to be exported will be handed over to the authorized representative. Buyers are not responsible to return any such parts or components to OEM. Company has to complete all the import/export formalities of parts or components to the buyer.	
6.	PAYMENT TERMS: Payment will be released on six monthly basis after receiving the Tax Invoice. Service report has to be submitted along with Invoice.	