

## Terms and conditions

### **For basic work (repair/installation or dismantale)**

**NOTE: THE TYPE OF WORK IS DETERMINED BY OUR PROFESSIONALS AFTER INSPECTION AT SITE, ONLY THEN WE CAN CHARGE AS PER WORK TYPE (BASIC, INTERMEDIATE, ADVANCE).**

*Dear customers we believe 80 % of repair work is just Basic or Intermediate , Here basic repair includes minor problem related to above equipments eg fuse replacement of any devices etc or which do not take more than 5 to 10 minutes , However we cannot say any problem related to electricity is basic, intermediate or advance without our **professionals inspection** . Because Sometimes problem or root cause could be more than that what you see , on that case though it looks the work is basic , ' due to its root cause the work might be advance or time consuming . We are know for our **RELIABLE , NOMINAL , FAST SERVICE** ([www.servicemario.com](http://www.servicemario.com)) . Only after inspection if any work is Basic the above rates will be applied*

*NOTE : Dear customer Basic installation means just installation of any device or component only if there present all prerequisite infrastructure for the installation , However our professional will determine weather the installation is basic, intermediate or advance .*

### **For Intermediate work (repair/installation or dismantale)**

**NOTE: THE TYPE OF WORK IS DETERMINED BY OUR PROFESSIONALS AFTER INSPECTION AT SITE, ONLY THEN WE CAN CHARGE AS PER WORK TYPE (BASIC, INTERMEDIATE, ADVANCE).**

*Dear customers we believe 80 % of repair work is just Basic or Intermediate , Here intermediate work (repair) also includes minor problem but the frequency is little bit more than that of basic . The intermediate repair also do not takes more than 15 to 20 minutes , However we cannot say any problem related to electricity is basic , intermediate or advance without our professionals inspection . Sometimes the problem or root cause could be more than what you see. On that case though it looks the work is intermediate or basic . Due to its root cause the work might be advance , time consuming or could be basic . We are know for our **RELIABLE , NOMINAL , FAST SERVICE** ([www.servicemario.com](http://www.servicemario.com)) . Only after inspection if any work is intermediate the above rates will be applied .*

***NOTE:** Dear customer Intermediate installation means installation of two device or components only if there present all prerequisite infrastructure for the installation , However our professional will determine weather the installation is basic, intermediate or advance .*

## **For advance work(repair/installation or dismantale)**

**NOTE : THE TYPE OF WORK IS DETERMINED BY OUR PROFESSIONALS AFTER INSPECTION AT SITE, ONLY THEN WE CAN CHARGE AS PER WORK TYPE (BASIC,INTERMEDIATE,ADVANCE ).**

*Dear customers If the frequency of repair work is greater than intermediate or more complex or it takes 45 to 60 minutes then the work is termed as advance .However we cannot say any problem related to electricity is basic,intermediate or advance without our professionals inspection . Only then the price rate is determined as per the type of work . Sometimes for Seemingly basic or advance work the problem or root cause could be more or less ,on such type of work, fees will be determined by our professional after visit and prices will be charged accordingly . We are know for our RELIABLE , NOMINAL ,FAST SERVICE (www.servicemario.com) . Only after inspection if the work is advance the above rates will be applied .*

**NOTE :** *Dear customer Intermediate installation means installation of two device or component only if there's all prerequisite present for the installation ,However our professional will determine whether the installation is basic,intermediate or advance .*

## **For specific equipments (installation and uninstallation)**

**NOTE :** *Dear customer any specific equipment installation /Uninstallation rate will be applied as per above mentioned .Exact rate will be implemented if there's all prerequisite infrastructure present for the installation/uninstallation ,However our professional will determine weather the work meet our cretria or not .*

## **For time based service**

**Note :** *Half day includes 4 hours and full day includes 7 hours . For additional time at the same site additional extra Rs 5 per mins will be added .*

Ø If the coustemer dosen't want our service then Rs 99 rupees will charged for our visit.

Ø If extra spares are required during installation then spares cost will be charged accordingly and

time will be paused during the time till the spares arrives .

Ø If our service professional (www.servicemario.com) does not give call attendance report

you will get the entire amount free.

Ø The above price rate is only for general purpose

(for business addition 199 rupees will be extra in all types of work)

Ø You will get 1 week warranty in all types of services that servicemario.com provides

Ø Payments can be made by cash or bank transfer ac no :

Ø THE TYPE OF WORK IS DETERMINED BY OUR PROFESSIONALS

AFTER INSPECTION AT SITE, ONLY THEN WE CAN CHARGE AS WORK TYPE (BASIC,INTERMEDIATE,ADVANCE ).

Ø Travelling cost inside ring road (kathamandu valley ) will not be charged ,  
for outside ringroad there be extra Rs 50, Rs 70, Rs 100 from from ringroad

Ø servicemario.com do not have any extra hidden charges .

Ø we do not have any branch besides our main office new baneshor

Ø Customer must contact on 9801905991 / 9801905990 for service call .

Ø We will not be responsible if service call on other number is taken besides above provides numbers .

Ø Services will be provided only after interaction with customer and ServiceMario call center .

Ø Without interaction with servicemario call center any kind of work or services is not valid and we will not be responsible for any kinds of loss .

Personal data of any user is not accessible by us and will not be misused