CCTV AMC AGREEMENT (SAMPLE OUTLINE)

Sample only, not legal advice. Get it checked by your lawyer before anyone signs.

Agreement no. _____ **Date** _____

Service provider (shop) _____ **GSTIN** _____

Customer _____ **Mobile** _____

Site address _____ **AMC type** Comprehensive / Non-comprehensive

AMC period from _____ **AMC period to** _____

1. Equipment covered: the items in the schedule below (brand, model, serial number, location).
2. Period: from ____ to ____. Renewal is by a fresh quotation accepted by the customer.
3. Preventive visits: ____ visits in the period, about every ____ months, on working days between ____ and ____.
4. Breakdown calls: the customer informs by phone or WhatsApp on ____; the service provider attends within ____ working days.
5. Parts: in a comprehensive AMC the parts written as included are repaired or replaced without an extra charge; in a non-comprehensive AMC parts are charged extra, after the customer's approval. A replaced part carries its manufacturer's warranty, if any.
6. Not covered: damage from lightning, voltage, water, fire, theft, rodents, tampering or repair by others; shifting or adding cameras; civil and electrical work; the internet connection.
7. Charges: ₹ ____ plus GST as applicable, payable on ____. Extra visits ₹ ____ each.
8. The customer provides: access to the site, power, safe access at height, internet for mobile viewing, and keeps the recorder password.
9. Recordings: the service provider services the equipment; keeping, backing up and sharing recordings is the customer's decision and responsibility.
10. Ending the agreement: either side, with ____ days' written notice; refund or deduction: ____.
11. Place for settling disputes: ____.

Schedule of equipment

Sr	Equipment	Brand / model	Serial no.	Location
1				
2				
3				
4				
5				
6				

_____ _____

Customer (name, sign, date) **Service provider (name, sign, stamp)**

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