

Terms & Condition

Under this contract, EUROASSIST undertakes to maintain your product used at the registered address.

1. This contract provides for free replacement of consumables applicable and periodical service to the product as per year.

a. Two periodical service would be provided for all domestic products. For all institutional products four periodical services would be provided. EUROASSIST has the right to combine mandatory service along with break down service.

b. One set of consumable would be replaced for all the products(except "Compact")

c. Pre filter replacement is not covered by AMC. Additional AMC to be taken for pre filter apart from the water purifier AMC.

2. The Contract covers replacement of worn-out / exhausted spare parts, including Ultra Violet Lamp with new / rectified spares for all products / attachments.

3. All consumable parts will be provided assembled brand which is suitable for the product, as per EUROASSIST decision.

4. Any additional visits during the contract period as and when required, in the event of any break down / malfunctioning of the equipment on intimation in this regard by the customer.

5. The Contract shall not cover visits/replacement of parts under the following circumstances.

a. Damage caused to the equipment due to floods, fire, accident, riot, breakage, pest, misuse, improper or negligent use, tampering, and leakage from pipes etc.

b. Damage caused to the equipment due to failure to observe the operating instructions and precautions as mentioned in User's Manual.

c. Defects due to usage of non-recommended spares.

d. Defects / Failures resulting from servicing / repairs done by a person other than the authorised representative of EUROASSIST.

6. This service is not applicable where the domestic water purifier is used for commercial purpose.

7. The company or its authorised agents will be entitled to retain any defective parts replaced during this contract.

8. Services under this contract exclude the following :

a. Painting of the body, top and bottom panels, and anodising the treatment chambers and electronic housing.

b. Chrome plating of the nuts and other styling decorative materials.

9. The equipment, Electricity & Water should be made available for servicing as and when our Authorised Service Technician calls on his periodical servicing visit. Failure to do so will be treated as a service rendered and no refund shall accrue on this account.

10. Every visit by our Authorised Service Technician will be made within reasonable time from receipt of a complaint for breakdown of the equipment and will be made only during working hours of our Service Department and no visits will be made on Sundays / Holidays.

11. Contract charges are payable by Cash or Cheque / DD/Net Payment/Card favouring EUROASSIST in advance and payment shall accompany the signed copy of the contract and such payment shall be realised before the commencement of the contract period.

12. Renewal of the Service Contract after its expiry will be at the sole discretion of EUROASSIST and depending upon the model / age of the product and usage period.

13. Upgradation : In case product needs upgradation due to reason not under control of EUROASSIST, customer has to accept upgradation at prevailing rate.

14. Any date or period of time mentioned in this Contract should unless contended of mutual written be of the essence.

15. Any disputes are Subject to Kolkata Jurisdiction.

Customer Care Support.

For Service of Water purifier, please write to us at eassist.help@gmail.com or call us at 8293077855.