

# VACman Sanitation Solutions Pvt. Ltd.

VACman/CIR/18/01 dated 01Apr2018

## SERVICE CHARGES and TERMS & CONDITIONS FOR CUSTOMERS OUTSIDE INDIA

Following are the terms and conditions for availing the services of VACman Service Personnel for supervision on installation, start-up & commissioning, maintenance, repairs, supervision and / or major overhauls of EVAC Sewage Treatment Plants, EVAC Vacuum Toilet Systems and other EVAC Equipment.

### Validity of rates – 01Apr2018 to 31Mar2019

#### A) Service Engineer Charges: EUR 240 per day (USD 275 per day)

1. The rates mentioned above are applicable for 10-hrs spread between 0700 hrs to 2000 hrs.
2. Overtime will also be charged @ EUR 50 (USD 60) for work done before or after 10 working hours between 0700 hrs to 2000 hrs.
3. The days are calculated on the basis of total days service personnel spend on the jobs, including preparations, travel to and from, waiting for the parts or waiting for any reason whatsoever onboard or at customer's site due to non-availability of machine, lifting tackles, service facilities or special tools, or reasons beyond the reasonable control of VACman.
4. For the purpose of charges, if service personnel utilize less than 10 hours, the charge for full day shall be levied, as mentioned above.
5. A minimum 10-hour day will be charged when personnel are required to spend weekends onboard or at Customer's site but are not required on the job.

#### B) Preparation of the Job and Job condition

1. All preliminary needs such as making the Job ready for starting the work on the equipment and any related other works should be completed in all respects before requisitioning VACman SERVICE PERSONNEL.
2. Tools, Tackles, Lifting devices, Scaffolding and Consumables required for the job shall be provided by the customer at his own cost. Customer shall also provide at his own cost suitable electrical connection, electricity, water, welding equipment, compressed air, consumable and any essential materials for carrying out the job.
3. Additional labour force such as skilled / semi-skilled and unskilled if required for the job shall be provided free of cost to support our Service Personnel by the customer.
4. All spares required for attending the job shall be made available at site to our Service Personnel.
5. Sweeper employed by Customer shall thoroughly clean all the toilets prior to taking up service work on the toilets.
6. Customer shall arrange VISA for our Service Engineer at their cost. Alternatively, we can take up the matter of making VISA based on documentation to be made available by the Customer, and the Customer shall reimburse the entire cost towards making VISA. However, grant of VISA is completely outside the control of VACman, and hence if VISA is not granted for any reasons, whatsoever, then VACman shall not be responsible.

#### Registered Office and Correspondence address:

### VACman Sanitation Solutions Pvt. Ltd.

Office No. 132, Seawood Corner CHS Ltd.,  
Oppo. Seawoods Railway Station, Sector 25, NERUL,  
NAVI MUMBAI – 400 706, MAHARASHTRA – INDIA

TeleFax: +91 22 27720006

Web site: [www.vacmangroup.com](http://www.vacmangroup.com)

Email ID: [vacman.admin@vacman.co.in](mailto:vacman.admin@vacman.co.in)

CIN: U28990 MH 2006 PTC 161787

GST No. 27AACCV2428G1ZF



**FOR MARINE INSTALLATIONS:**

7. Port entry passes/ Special permission for sailing onboard etc. for quickly boarding the ship shall be arranged by Customer/ Customer's agents at their own cost.
8. Launch service/ Ferry boat, if needed, to board the ship shall be arranged by Customer/ Customer's agents at their own cost.
9. **Co-operation needed from Ship's staff** -- Customer shall suitably instruct the Ship's staff for their full co-operation during the onboard visit and also for providing copies of relevant drawings. Further, system under service (especially when the service work involves toilet system) will be non-operative for mutually discussed period. Best effort shall be made to discuss and arrive at work plan such that the ship's staff is least affected during the said work. However, when it becomes must, the total system under service may be closed down after consultation with Ship's staff. Making alternative arrangements and costs thereof for ship staff's daily routine/ accommodation etc. during such shut down period (especially when toilet system shut is down) is not in VACman scope.

**C) Traveling Expenses**

1. All travel expenses incurred by service personnel from their head quarters to place of work and back shall be charged to customer at actuals.
2. If any stop over or waiting becomes necessary while traveling from head-quarters to place of work and back the stay, lodging-boarding charges at actuals will be charged to customer.

**D) Lodging & Boarding**

1. The customer shall provide appropriate, clean and adequately furnished accommodation to our service personnel free of cost. Accommodation provided by customer should be in healthy atmosphere, free from any health hazards.
2. Suitable arrangements to be made by customer to provide breakfast, lunch, dinner, tea, snacks, etc. free of cost.
3. In case customer is not able to provide suitable facilities for lodging and boarding, our service personnel will make their own arrangement for which all the costs including travel will be charged to the customer.

**E) Idle Time**

The applicable charges will be levied for waiting cum idle time on account of site being not ready, non-availability of shutdown and any other such reasons which are not attributed to our company. If such waiting time prolongs beyond one day, we reserve the right to withdraw our service personnel and the cost of to and fro travel, etc. shall be borne by the customer. Re-deputation shall be treated as a fresh visit and shall be governed by these terms and conditions.

**F) Communication facilities**

Telephone, email, internet and fax facility for official use shall be provided by the customer, free of charge.

**G) Local Conveyance**

1. All local conveyance to be provided by customer free of cost.
2. Local conveyance to and from nearest railway station or airport is to be provided by customer. If these arrangements are made by our service personnel the same will be borne by customer.

## H) Terms of payment

1. Normally the service charges to be paid in advance as per the estimate.
2. Bills will be sent to customer along with the time sheets.
3. Customer should settle bills within 8 days after its submission.

## I) Taxes, Duties, Levies, Service Tax etc., if any

All taxes duties and levies are to be borne and paid by customer.

In addition to the above, all existing or future taxes, duties or any other charges which may be levied on this transaction outside India shall be borne by the Customer so that the net amounts received by us corresponds to the Invoiced amounts.

## J) Income Tax, if any

Customer shall issue tax deduction certificate for the deductions made. Unless such certificate is issued to VACman, the amount of TDS (Tax Deducted at Source) deducted as income tax will continue to be payable by the customer.

## K) Transport and Insurance of Equipment and Material

1. Any transportation of equipment and material from store to site, unloading, etc will be the responsibility of the customer and shall be arranged by him.
2. No liability is accepted for any damages caused to the equipment or other properties belonging to the customer due to accidents or mishaps during erection and commissioning and it will therefore be upto the customer to insure against these risks.

## L) Exceptional Circumstances

In case it becomes difficult for our personnel to continue the work due to reasons beyond their control such as strikes, lockouts, riots, war / warlike conditions, epidemics, etc. our personnel shall be sent back irrespective of the state of work progress. All expenses for such return of personnel and re-deputation shall be to the customer's account.

SUBMITTED

**VACman Sanitation Solutions Pvt. Ltd.**



**Prasad Rekhi**  
Director

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ACCEPTED

AUTHORISED SIGNATURE  
(CUSTOMER'S SEAL/STAMP)