

VACman Sanitation Solutions Pvt.Ltd.

VACman/CIR/25/01 dated 01Apr2025

SERVICE CHARGES and TERMS & CONDITIONS FOR CUSTOMERS IN INDIA

Following are the terms and conditions for availing the services of VACman Service Personnel for maintenance, repairs, supervision and / or major overhauls onboard ships / project sites.

A) VACman Service Expert Service Charges: Rs. 18,500/- per day

Validity of rates – 01Apr2025 to 31Mar2026

1. The rates mentioned above are applicable for 10-hrs spread between 0700 hrs to 2000 hrs.
2. Overtime will also be charged for work done before or after 10 working hours between 0700 hrs to 2000 hrs.
3. The days are calculated based on total number of days service personnel spend on the jobs, including preparation; 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 Consumable 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. Ship's Sweeper shall thoroughly clean all the working area (especially if service work is involving toilets) prior to taking up service work.
6. 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.

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

Email ID: vacman.admin@vacman.co.in

CIN: U28990 MH 2006 PTC 161787

GSTIN: 27AACCV2428G1ZF



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Management Systems
Certification Body
MSCB-119



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7. Launch service/ Ferry boat, if needed, to board the ship shall be arranged by Customer/ Customer's agents at their own cost.
8. **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 headquarters to place of work and back shall be charged to customer at actuals **plus 20% handling charges**.
2. If any stopover or waiting becomes necessary while traveling from head-quarters to place of work and back the stay, lodging-boarding charges at actuals **plus 20% handling charges** 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 at actuals **plus 20% handling charges**.

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 at actuals **plus 20% handling charges**.

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, GST etc. shall be charged extra as applicable

All taxes duties and levies are to be borne and paid by customer. **GST (present rate 18 %) will be levied as per Government of India Rules. GST will be levied on the entire Invoice amount, including Service Charges and all Expenses.**

J) Income Tax

Customer shall issue tax deduction certificate for the deductions made. Unless such certificate is issued to VACman, the amount of TDS 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

ACCEPTED

VACman Sanitation Solutions Pvt. Ltd.


Prasad Rekhi
Director

Mobile +91 98206 24393

prasad.rekhi@vacman.co.in



AUTHORISED SIGNATURE
(CUSTOMER'S SEAL/STAMP)

VACman SSPL Bank Account Details are as below:

| | | |
|---|--------------|-----------------------------------|
| 1 | Bank Name: | HDFC BANK LTD. |
| 2 | Bank Branch: | NERUL EAST BRANCH, NAVI MUMBAI |
| 3 | Account No: | 02582560000422 |
| 4 | IFSC Code: | HDFC0000258 |