

GLEN Customer Care

Schedule of Service Charges

Date: April 31st, 2015

Given below are the charges applicable on various service activities by the Authorized Service provider

Installation Charges – Inclusive of service Tax		
SL.no	Part Name	Customer price(Rs)
1	Chimney Installation Within Municipal Limits	400
2	Chimney Installation- Outside Municipal Limit(up to 25 KM)	500
3	Chimney Regular Quarterly Service (around 30 minutes)	250
4	Chimney Overhauling (Around 60 – 70 Minutes)	500
5	Island chimney / Down Draft Hood installation	1500
6	Built-in-Hob/Oven/Microwave Oven/ Warmer Drawer Installation	300
7	Built –in-Hob/Gas Stove Conversion from LPG to PNG	250
8	Cooking range/ Built-In-Dishwasher	250
9	Installation for chimney over 3 Ft.	2500
10	Cooking range Conversion from LPG to PNG	500
11	Down Dwarf/ Twin Chimney service	1500
12	Dish Washer Service	500
8	Gas stove/Induction/Hob Service within Municipal limits	200
9	Gas stove/Induction/Hob Service outside Municipal limits	300
10	Visit Charges - Out of Warranty within Municipal Limits	200
11	Visit Charges - Out of Warranty Outside Municipal Limits	300

Notes:

- These Service Charges are valid till next intimation.
- Authorized service center can't charge more than above prescribe rates from customer under any circumstances
- Service technician must give the cash memo/receipt to the customer.
- These charges do not include any type of civil work. The hole for the exhaust pipe to go out and the cutting of the stone/slab for Hob installation to be arranged by customers only.
- In case the customer enters into any arrangement to do any civil work with the service provider, it will not be with in the scope of any warranty or service arrangement and the Company will not be responsible for any deficiency in the service on this count.
- It is recommended that a 6" Dia PVC Pipe is installed by the customer for ducting to take the smoke out of the kitchen, The pipes, bends and clips etc needs to be provided by the customer only. In case the customer uses the services of the service provider in procuring the same then the commercial terms should be settled well in advance to avoid any future mis-understanding.

- Wherever the site visit is required for marking the civil work or stone cutting, 50% of the installation charges will need to be paid in advance, these will be adjusted at the time of final installation on completion of the job.
- Calls beyond 25 KM of Municipal limits or Out-station calls will be attended as per the case-to-case basis depending on the distance and the actual fare will be charged. All commercials will be discussed before the job is taken to avoid any confusion.
- Re-installation will be considered as new installation and above charges will be applicable.
- If Installation done by other than Authorized person, any complaint related to the installation will be treated as new installation and charges as above will be applicable.
- Demonstration of any product like Food Processor/ Juicer Mixer Grinder / Mixer Grinder / Mini Chopper / Induction Cooker / OTG at home the visit charges will be applicable. However customer may visit the nearest service center along with product for Free Demo after fixing an appointment.
- Plastic / Rubber and Glass parts are not covered under warranty.
- Cost of the Spare Parts if used any will be extra.