

# Service Level Agreement (SLA)

## Purpose:

To ensure timely, reliable, and efficient service for all customers of SHANCO INFOTECH PRIVATE LIMITED. This SLA outlines our commitment to customer satisfaction and support standards for RTB, onsite, and installation services.

## Scope of Services:

### 1. Return-to-Base (RTB) Service:

- Customers can register complaints through our website or customer care helpline.
- Customers are required to deliver the faulty product to the nearest authorized service center.
- Resolution Timeline: Issues will be resolved within 5 business days from the date the product is received at the service center, subject to spare part availability.

### 2. Onsite Service:

- Applicable for customers within the specified serviceable area.
- Technicians will visit the customer's location for troubleshooting and resolution.
- Resolution Timeline: Onsite service will be completed within 5 business days from the date of complaint registration, subject to spare part availability.

### 3. Installation Service:

- Professional installation services are provided for eligible products.
- Installation Timeline: Installation will be completed within 3 business days from the date of request.

### 4. Customer Responsibilities:

- Provide accurate information during complaint registration or service requests.
- Ensure accessibility to the product for service technicians during onsite visits.
- For RTB service, arrange for the product's delivery to the service center and pick-up upon completion.

**Exclusions:**

- Delays caused by natural disasters, government restrictions, or other force majeure events.
- Issues arising from misuse, unauthorized repairs, or modifications of the product.
- Services requested outside the scope of warranty or after the warranty period.

**Escalation Process:**

If the resolution timeline is exceeded, customers may escalate their concerns to the designated customer support manager through our helpline or email.

**Customer Care Contact:**

- Customer Care No: +91 75 410 410 75
- Website: [www.shanco.in](http://www.shanco.in)
- Email: [helpdesk@shanco.in](mailto:helpdesk@shanco.in)

We strive to provide the best service experience and maintain transparency in our commitments. For more information, please visit our website or contact our support team.

*\*This SLA is subject to change without prior notice. Please refer to our website for the latest version.*