



**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY**  
**MATERIALS MANAGEMENT DIVISION**  
**Powai, Mumbai - 400076**

**PR: 1000029748**  
**Rfx: 6100001299**

**Annual Maintenance for Titan Themis Transmission Electron**  
**Microscopy for 1 Year**

**TERMS & CONDITIONS:**

1. **EMERGENCY SERVICE:** In-case of breakdown, service has to be provided, within 48 hrs. Telephonic assistance should be provided within 24 hours of breakdown. Emergency visits are required in any breakdown / equipment failure.
2. **PRICES OF SERVICES/ PARTS OR COMPONENTS:** No changes in price will be accepted once the tender is submitted by company till the end of the agreement.
3. **EXPORT/ IMPORT OF PARTS OR COMPONENTS:** Parts or components to be exported will be handed over to the authorized representative. Buyers are not responsible to return any such parts or components to TEM. Company has to complete all the import/export formalities of parts or components to the buyer.
4. Service report has to be submitted along with invoice.