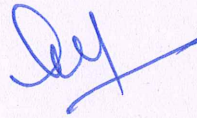


GENERAL TERMS & CONDITIONS FOR SURGICAL INSTRUMENTS

1. All the Instruments should be made of high-grade stainless steel.
2. Quality steel should comply with international medical standards.
3. It should be for high quality and precision.
4. It should be lightweight, strong, and durable.
5. The tungsten carbide (TC) inlay should be nickel-based.
6. The TC inlay should be welded to the Instrument and not pasted.
7. All above aforesaid equipment should have US FDA and/or European CE certificate (with 4 digits notified body) and should be enclosed compulsorily.
8. Spares/Consumables should be available for a period of at least five years & more after the expiry of the guarantee/warranty period.
9. The principals must give a certificate if the supplier/vendor is changed during the course of the guarantee/warranty period, the principals would be responsible for the upkeep/maintenance of the quote/supplied equipment, besides honoring all the terms and conditions of CMC/AMC in letter and spirit.
10. The firm must, attach a list of installations, and also provide performance certificates in the last 5 years from Central Govt./State Govt./reputed private hospitals.
11. System configured application-specific educational video tutorials shall be provided as standard with the system.
12. Should provide 5-year CMC. CMC cannot be more than 5% of the contract value & the instrument must be replaced during the warranty period.
13. Details of service outlet in India to render services during 5 years warranty period.



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