



After Installation Service Policy

We will be assisting your Electrician, Civil Engineer and Carpenter in the installation of our products

- **Phone Support:** First prefer Call/ Video call our dedicated support hotline at **+91 99090 47238**, **+91 99090 47190**, **+91 99090 47191** for immediate assistance.
- **Email Support:** Reach out to us via email at techsupport@smartiqo.com for inquiries and issues.
- **Live Chat:** Chat with our knowledgeable technical support in real-time.
 - Our support service is available during our regular business hours of 10:00 AM to 7:00 PM. Emergency support may be available outside these hours on a case-by-case basis.
 - Our goal is to swiftly and effectively resolve your issues. While we aim for one call resolutions, some matters might necessitate more thorough investigation and resolution time.

Service Charges

Our Tech Support Service may be subject to charges based on various factors, including the nature of the issue, your service plan, and warranty coverage. The following outlines our approach to service charges:

Service charge: - 250/- Rs- within city
Outside City: Rs 550

Our tech person will visit 2 times at the time of installation after that **per person Rs. 200 Visit Charge**

Please note these rates are fixed, and while **service is free**, the agents will require visiting fee, which needs to be paid **before the service is initiated**.

Note: - Visit charge applicable in Warranty period

If your product is under warranty, the support service might be covered. Refer to your product warranty documentation for specific details.

REGISTERED OFFICE

1306, Shapath - V, Sarkhej - Gandhinagar Hwy, Ahmedabad- 380 015, Gujarat, INDIA



Call: +91 98112 12466 | EMAIL: info@smartiqo.com

Web: www.smartiqo.com | GST No.: 24ABECS2158M1Z4 | CIN:
U31909GJ2020PTC115626

User Responsibilities

- To ensure efficient service delivery, we request you to:
- Need "2.4 GHZ" band Wi-Fi Compulsory.
- If Client's house is big than they have to install "Mash Router" Compulsory for device pairing. It has Wide range.
- Our tech person will guide your electrician, make sure electrician is available
- If they have electrical layout, they have to send our tech team.
- If Lock installation, you have to send Door Thickness.
- Our tech person will guid your carpenter, make sure carpenter is available at the time of installation.
- In case we are provide carpenter his fees pay by Client.
- Provide accurate and detailed information about the issue.
- Follow the instructions provided by our support agents.
- Obtain necessary approvals before granting remote access to your system.
- Maintain respectful and professional conduct during interactions with our support agents.

While we make every effort to offer accurate and reliable solutions, we cannot guarantee the outcome of every technical support interaction.

We retain the right to modify this policy at any time. Changes will be communicated through our direct notifications.

By availing our Tech Support Service, you acknowledge and agree to adhere to the terms and guidelines outlined in this policy.

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