

## Service Cost Policy

### General Information:-

Version No.	1.0
Effective Date	03 July, 2025

### Table of Content

Purpose .....	2
1. Coverage Conditions .....	2
2. Service Handling Process Flow .....	2
2.1. Issue Raised by Customer .....	2
2.2. Initial Check by Channel Partner .....	2
2.3. Escalation to Support Team .....	3
2.4. Device Diagnosis by Support Team .....	3
2.5. Root Cause Analysis (RCA) .....	3
2.6. RCA Report & Cost Estimation .....	3
2.7. Service Billing .....	3
3. Device Service Cost .....	4
4. Module Size and Pricing Structure .....	4
5. Terms & Conditions .....	4
6. Documentation Required .....	5
7. Roles and Responsibilities .....	5

## Purpose

The aim is to ensure a consistent, fair, and transparent approach in handling such cases by offering replacement or repair services at a **standardized minimal service cost**, while maintaining customer satisfaction and product support standards.

## 1. Coverage Conditions

This SOP is applicable under the following conditions:

- 1.1.** The product is no longer within the warranty period.
- 1.2.** The product is still under warranty but has damage caused by customer (e.g., water damage, tampering, or incorrect installation).
- 1.3.** The warranty has been voided due to reasons such as a missing serial number or unauthorized modifications.

## 2. Service Handling Process Flow

(Applicable for Out-of-Warranty or Customer-Induced Cases)

### 2.1. Issue Raised by Customer

- 2.1.1.** The customer reports a device issue to the **respective Channel Partner**.

### 2.2. Initial Check by Channel Partner

- 2.2.1.** The Channel Partner performs a **basic on-site check** to verify the issue.

## 2.3. Escalation to Support Team

**2.3.1.** If the issue is confirmed on-site and cannot be resolved by the Channel Partner, it is **escalated to the Support Team**.

**2.3.2.** The Support Team verifies the issue and register the complaint accordingly.

## 2.4. Device Diagnosis by Support Team

**2.4.1.** The **support Team analyzes** the issue type (hardware fault, installation error, etc.).

## 2.5. Root Cause Analysis (RCA)

**2.5.1.** An advance replacement will be provided for the reported device, and the faulty device must be sent to Smart Node HQ for detailed analysis.

**2.5.2.** The **Root Cause Analysis (RCA)** will be conducted to identify the exact issue.

## 2.6. RCA Report & Cost Estimation

**2.6.1.** After analysing, an RCA report is created.

**2.6.2.** A **standardized minimal service cost** is estimated for the replacement.

## 2.7. Service Billing

**2.7.1.** A **service invoice** is generated based on the minimal cost estimated after the RCA.

**2.7.2.** The RCA Report and the proposed service cost are shared with the Channel Partner.

### 3. Device Service Cost

**3.1.** If the device is out of warranty and deemed non-functional, a service fee equivalent to **25% of the product's MRP** will be charged.

### 4. Module Size and Pricing Structure

The following pricing structure applies based on the material type and module size.

Module Size	Acrylic			Glass			Wood Cost (INR)	Marble Cost (INR)
	Standard		Customized (INR)	Standard		Customized (INR)		
	Black (INR)	White (INR)		Black (INR)	White (INR)			
2M	263		500	500		700	700	2700
3M/4M	300		525	750		825	850	3350
6M	513		725	1000		1075	1125	4450
8M	563		775	1100		1250	1275	5100
12M	913		1125	1400		1600	1625	-
16M	1125		1375	-	-	-	1850	-
18M	1288		1575	-	-	-	2050	-

**Table 4.1 Module Size and Pricing Structure For Touch Panels**

### 5. Terms & Conditions

**5.1. Additional customization** such as text, colors, or logos are **not eligible** for replacement under this SOP.

**5.2.** Products that are more than **10 years old** from the date of manufacture are **not eligible** for servicing under this policy.

## 6. Documentation Required

- 6.1.** All relevant documents, including **sales orders** and **invoices**, must be attached when processing replacements to ensure a smooth replacement process.

## 7. Roles and Responsibilities

Activity	Department	Responsibility
Generation of Service Billing	Accounts	Issues service bill for returned products
RCA Report Creation	Support	Prepare detailed reports on RCA
Confirm Sales for Replacement Processing	Warehouse / Production	Verify sales transaction before processing

**Table 7.1. Roles and Responsibilities**