

ZOONIS SERVICE



Product Issue

There is a problem with the product.

RMA

RMA Registration

Product issue must be registered, with all details



Service Partner

Examines the product issue and solves the problem

A **ZOONIS Service Partner** is a person who repairs and maintains computers. The partner's responsibilities may extend to include building or configuring new hardware, installing and updating software packages etc.

After full service, ZOONIS will check all the details of the service you provided, then ZOONIS will pay the service charge within working days.

We have two types of service partners, one premium and the other non-premium. Go to the next page for more and details



ZOONIS SERVICE PARTNER

We have two category of service partners, Premium Service Partner and other Non-premium Service Partner.

Premium service partner:

1. Premium service partner will get benefits with **minimum investment of RS 15,000/-**. Every Installation or System Diagnostics Test will be credit **RS 200/-** by ZOONIS (under warranty).
2. For software and drivers or Operating installing (OS) will be paid by customer whoever will visit respected to service partner regarding issue of software drivers or OS, after System Diagnostics Test only if it's found OS issue or software driver then customer has to pay RS 599/-. ZOONIS will not take any action or claimed OS installation from service partner, full amount will be credit to service partner only issue of OS installation 599/-.

For OS or software driver installation will be chargeable all-in case if it's founds, **UNDER WARRANTY AND NOT UNDER WARRANTY**. Customer has to pay 599/-, if it's founds issue related to OS or software driver problem occurred by customer ends, HE OR SHE is responsible.

3. For premium service partner will get Zoonis computer peripheral only in case of minimum investment of RS 15,000/-. You will be received computer peripheral products from ZOONIS. You can sell these products to anyone according to your profit margin.
4. For premium service partner will get incentive on products selling with percentage of 10%. It will varies as per IT prices globally gets hike.
5. If your products were not sold or you can't able to sell to any customer for 1 years, you don't have to take worry about your products, computers products which you have taken peripheral from Zoonis with minimum investment, your all products will be taken back by Zoonis and Zoonis will initiate your amount of products of current value rate of peripheral from ZOONIS INDIA PVT. LTD. so, there is no loss of taking premium service partner, Zoonis always with you.
6. IF any premium service partner gets achievement in selling of Zoonis products, HE or SHE will get credits of products of Zoonis to grow your business in IT business. We will help you out in all possible.
7. If someone visit to your shop or office regarding service of ZOONIS products, then we have different price charts for service or installation amount respected to parts.

Suppose some customer have problems with mother boards, after system diagnostic test, if it's founds that's mother boards is burn or damages, is not working condition or any upgrade



then customer has to pay PRODUCTS PRICE + INSTALLATION PRICE ACCORDING TO PARTS WHICH WRITTEN ON INSTALLATION PRICE CHART.

EXAMPLE:

Products of motherboards price is 3299/-
Installation charge as per chart is 299/-
Total: (3299 + 299) = 3598/- ALL.

Customer has to pay only products price which is replaces with parts, and incentive amount 299 will be pay by ZOONIS within 4 days once done and verify.

NOTE:

You have to generate invoice bill from service centre by login your panel, then only you will get incentive amount from Zoonis, then only warranty of replaced products of customer will be valid for warranty for 1 years (only on ZOONIS products).

ALL THE SERVICE CHARTS OF ZOONIS AUTHORIZED PREMIUM SERVICE CENETR ARE MENTIONED BELOW

UNDER WARRANTY (Premium service partner):

Installation price **₹200/-** only its applicable under warranty condition, which will be paid by ZOONIS, after it's verified of customer service or invoice which you have generate invoice from service panel of ZOONIS.

#		Product	Description	Incentive Amount	Paid by
1		System Diagnostic Test	Find the issue/problem	₹200/-	ZOONIS

NOTE:

OS installation charges will be paid by customer directly to service partner. Only if it's founds by Operating System issue problems by customer ends.

#	Product	Description	Installation charge	Remarks
1		OS & Driver Installation	Installation	₹599/- Paid by customer



NOT UNDER WARRANTY (Premium service partner):

NOTE:

OS installation charges will be paid by customer directly to service partner. Only if it's founds by Operating System issue problems by customer ends. System diagnostic test charges will be paid by customer directly to service partner.

#	Product	Description	Installation charge	Remarks
1	 OS & Driver Installation	Installation	₹599/-	Paid by customer
2	 System Diagnostic Test	Find the issue/problem	₹200/-	Paid by customer

Non-Premium service partner:

1. Every Installation or System Diagnostics Test will be credit **RS 100/-** by ZOONIS (under warranty).
2. For software and drivers or Operating installing (OS) will be paid by customer whoever will visit respected to service partner regarding issue of software drivers or OS, after System Diagnostics Test only if it's found OS issue or software driver then customer has to pay RS 599/-. ZOONIS will not take any action or claimed OS installation from service partner, full amount will be credit to service partner only issue of OS installation 599/-.

For OS or software driver installation will be chargeable all-in case if it's founds, **UNDER WARRANTY AND NOT UNDER WARRANTY**. Customer has to pay 599/-, if it's founds issue related to OS or software driver problem occurred by customer ends, HE OR SHE is responsible.

3. For premium service partner will get incentive on products selling with percentage of 5%. It will varies as per IT prices globally gets hike.
4. If someone visit to your shop or office regarding service of ZOONIS products, then we have different price charts for service or installation amount respected to parts.

Suppose some customer have problems with mother boards, after system diagnostic test, if it's founds that's mother boards is burn or damages, is not working condition or any upgrade then customer has to pay PRODUCTS PRICE + INSTALLATION PRICE ACCORDING TO PARTS WHICH WRITTEN ON INSTALLATION PRICE CHART.



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Customer has to pay only products price which is replaces with parts, and incentive amount 299 will be pay by ZOONIS within 4 days once done and verify.

NOTE:

You have to generate invoice bill from service centre by login your panel, then only you will get incentive amount from Zoonis, then only warranty of replaced products of customer will be valid for warranty for 1 years (only on ZOONIS products)

ALL THE SERVICE CHARTS OF ZOONIS AUTHORIZED NON-PREMIUM SERVICE CENETR ARE MENTIONED BELOW

UNDER WARRANTY (Non-premium service partner):

Installation price **₹100/-** only its applicable under warranty condition, which will be paid by ZOONIS, after it's verified of customer service or invoice which you have generate invoice from service panel of ZOONIS.

#	Product	Description	Incentive Amount	Paid by
9	 System Diagnostic Test	Find the issue/problem	₹100/-	ZOONIS

NOTE:

OS installation charges will be paid by customer directly to service partner. Only if it's founds by Operating System issue problems by customer ends.

#	Product	Description	Installation charge	Remarks
1	 OS & Driver Installation	Installation	₹599/-	Paid by customer



NOT UNDER WARRANTY (Non-premium service partner):

NOTE:

OS installation charges will be paid by customer directly to service partner. Only if it's founds by Operating System issue problems by customer ends. System diagnostic test charges will be paid by customer directly to service partner.

#	Product	Description	Installation charge	Remarks
1		OS & Driver Installation	Installation	₹599/- Paid by customer
2		System Diagnostic Test	Find the issue/problem	₹100/- Paid by customer

Incentive on products sales

On selling of products zoonis computer Peripherals, zoonis will pay you incentive amount only selling on products. It will applicable on both cases under warranty and not under warranty.

For **Premium service partner** will get incentive on products selling with percentage of **10%** of product. It will varies as per IT prices globally gets hike.

#		Product	Description	Incentive Amount	Paid by
1		Motherboard	Product on sell	10%	ZOONIS
2		RAM	Product on sell	10%	ZOONIS
3		Hard Disk (HDD)	Product on sell	10%	ZOONIS
4		SSD	Product on sell	10%	ZOONIS
5		SMPS	Product on sell	10%	ZOONIS
6		Processor Cooling Fan	Product on sell	10%	ZOONIS
7		Graphics Card	Product on sell	10%	ZOONIS
8		Processor	Product on sell	10%	ZOONIS



For **Non-premium service partner** will get incentive on products selling with percentage of **5%** of product. It will varies as per IT prices globally gets hike.

#	Product	Description	Incentive Amount	Paid by
1	 Motherboard	Product on sell	5%	ZOONIS
2	 RAM	Product on sell	5%	ZOONIS
3	 Hard Disk (HDD)	Product on sell	5%	ZOONIS
4	 SSD	Product on sell	5%	ZOONIS
5	 SMPS	Product on sell	5%	ZOONIS
6	 Processor Cooling Fan	Product on sell	5%	ZOONIS
7	 Graphics Card	Product on sell	5%	ZOONIS
8	 Processor	Product on sell	5%	ZOONIS

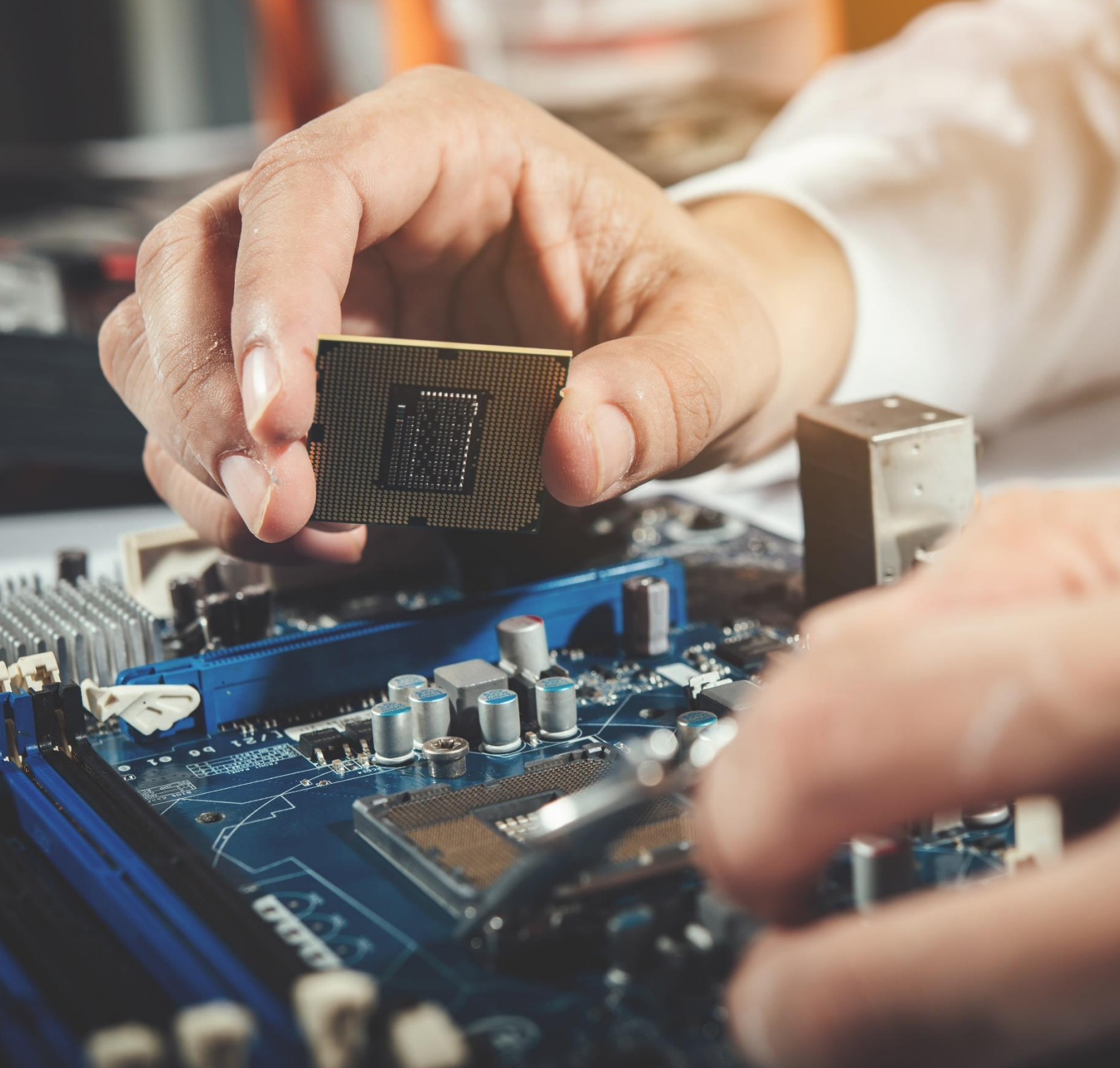
Are you confused ! What's is your incentive?

Service Installation Charges as per written on price chart, it's your incentive and products which you have sold to customer.

Incentive amount will be offer from ZOONIS INDIA PVT.LTD. and products price will be paid by customer.'

Important Notes:

1. Zoonis will not asked or money back of products amounts which you have sold or incentive amount or any installation charges in all cases under warranty or not under warranty.
2. Under warranty case if some parts are not working or damages, manufacture defects, then service partner will have to hand over to Zoonis which is replaced with new parts.
3. Zoonis delivery partner will take all defective parts from respected service partner in from all member of service partner.



The rapid proliferation of digitization across the globe has brought about a paradigm shift in consumerism. They have become more observant and aware with respect to the products that they choose and use. Zoonis India Private Limited have understood this trend in the computing, digital and electronics ecosystem and have launched their brand Zoonis in India in April 2014.

From the first launch of trolley speakers in India, Zoonis have traversed rapidly during the course of time to launch an impressive portfolio of almost all categories that complements the basket of IT peripherals and the cctv wire cable, and cctv power supply peripherals segment.