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**BENEFITS OF CUSTOMER SUPPORT AGREEMENT WITH M/s SVENSKA TECHNOLOGIES PVT LTD.**

CUSTOMER SUPPORT AGREEMENT (CSA) with M/s Svenska Technologies Pvt Ltd have advantages as detailed below.

- 1) CSA operations through a dealer are strategically ideal for both customer as well as dealer and the principals.
- 2) The machine so manufactured by the principals is under well trained staff personnel under CSA. Customer can have minimum manpower for maintenance rest assured the machine is in safe hands under CSA.
- 3) Any major b/d, failure to diagnose the fault has a direct connectivity to principals through the dealer for the customer, so more of technical support in todays generation of sophisticated machines.
- 4) No need to keep specialised tools by the customer by investing more money. Benefit of well-planned spares support with minimum lead time and ultimately resulting in higher operational efficiency, productivity and cost effective.
- 5) Timely on-site technical advice. Any technological advancements and even on campaign basis, customer gets the first benefit under CSA.

This Letter is issued at request of M/s Svenska Technologies Pvt Ltd .

Yours Truly,

For and on behalf of  
Sociedade de Fomento Industrial Pvt Ltd

Authorised

