

Support Policy - MACCEM SOLUTIONS

1. Support Channels

Phone: +91 98026 39369, +91 87084 75907

Email: maccem2022@gmail.com

WhatsApp Support: Available during working hours on both numbers

2. Support Availability

Monday to Saturday: 9:00 AM - 7:00 PM

Sunday: Emergency support only (via WhatsApp or call)

Public holidays: Support available

3. Types of Support

Pre-service consultation

On-site issue diagnosis

Post-service feedback and queries

Revisit scheduling (if needed)

4. Emergency Support

Emergency leakages or termite reinfestation will be prioritized and responded to within 24 hours.

5. Support Timeframes

Response Time: Within 2 hours during working hours

Resolution Time: 24-72 hours depending on issue severity

6. Feedback and Complaints

Clients can send formal complaints to our email. All complaints are acknowledged within 12 hours and resolved at the earliest possible timeframe.

7. Rework Policy

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If any service issue occurs within warranty period, MACCEM SOLUTIONS will arrange a rework visit at no extra cost.

8. Revisit Charges (Outside Warranty)

If the revisit is for a new issue outside the warranty period, charges will apply depending on the client's location.