



Alfa Laval Service Membership



www.alfalaval.in

Alfa Laval Service membership is a unique initiative to engage with premium customers proactively. This membership is aimed to create a unique opportunity for our customers to avail direct access to Alfa Laval Service on Wheels (Mobile Service Van) and other Alfa Laval services with a click of a button

The salient features of membership

- Eligible to avail Service on Wheels where available during the peak of the season
- Eligible for 360 service portfolio
- Opportunity to avail service support without prior work order and advance
- Eligible to earn membership points redeemable for service charges

Membership Procedure

- Ask Alfa Laval personnel for Alfa Laval Service membership form
- Enter all your details and sign the form
- You are required to agree for terms of membership and pay the membership fees which is refundable upon expiry of the term of membership or when you desire to withdraw membership
- By signing up you will get an exclusive membership card with a unique membership number
- Customers under Performance Agreement shall become member directly without any membership fees
- Each member can avail the service & spares through Service mobile van for the emergency or preventive maintenance that are seasonal (required during the specific season) in specified areas where service mobile van is available.
- Upon such request, Alfa Laval engineer will not only deliver the parts through the mobile van but also will fix the problem and/or carry out the preventive maintenance of the Alfa Laval equipment, as per the Alfa Laval's standard terms and conditions. Upon completion of the job, Alfa Laval engineer will submit the service invoice for the total value of parts used up and the services provided, along with the applicable taxes.

- Upon receipt of the invoice, members may release the payment electronically or through cheque.
- Members also have an option of ordering the spares through a normal ordering process.
- Term of this membership is for 5 years. Members can decide to renew membership for next term.
- Service rendered for each call will be at an attractive charge of Rs.15000 per day basis exclusive of applicable taxes
- The member shall earn one reward point for every Rs. 500 against spares purchase and services rendered Alfa Laval.

Redemption procedure for reward points

- In order to redeem reward points, the member should inform Alfa Laval in advance to facilitate necessary communication internally
- Each member can redeem accumulated reward points against service charges only and are not redeemable for cash or otherwise.
- Redemption of reward points will be applicable against the accumulation of min 15000 points and member can redeem in multiple of 15000 points only
- Accumulated reward point should be redeemed within the 24 months from date of earning after which these points shall lapse automatically
- Reward points earned by a member are not transferable.

Sr No :

Company Name : _____

Address : _____

Contact Person : _____

Contact No : _____

Signature : _____

Alfa Laval (India) Limited

Head Office :

Office No. 301, Global Port Building, Survey No. 45/1-10,
Mumbai-Bangaluru Highway, Baner, Pune-411045, Maharashtra, India

Sales and Service Offices :

- Bengaluru
- Baroda
- Chennai
- Cochin
- Hyderabad
- Indore
- Jamshedpur
- Kolkata
- Kundli, Haryana
- Lucknow
- Mumbai
- New Delhi
- Thane
- Visakhapatnam

For more information visit : www.alfalaval.in