



AGREEMENT

This Agreement is entered into on .....by and between; **Bhutan Telecom Limited** hereinafter referred to as **Seller** and .....(Name of individual) referred to as the **Buyer**.

**1. Purpose of the Agreement**

The purpose of this agreement is that the buyer is purchasing.....(Number) of phone from the Seller on an instalment basis. The equated monthly amount of Nu..... shall be paid with effect from \_\_\_\_/\_\_\_\_/\_\_\_\_(DD/MM/YYYY) till \_\_\_\_/\_\_\_\_/\_\_\_\_ (DD/MM/YYYY).

**2. Customer/Buyer Details**

- 1) Name of the Buyer .....
- 2) Employee Id .....
- 3) Citizen identity card number .....
- 4) Designation .....
- 5) No of year in service .....
- 6) Office Address .....
- 7) Contact Number .....
- 8) E-Mail ID .....

**3. Handsets Purchase Details**

- 1) Phone Type (*tick*)  
VIVO                      SAMSUNG                      XIAOMI                      MacBook  
iPad                      iPhone                      HONOR                      OPPO
- 2) Phone Model.....
- 3) IMEI Number.....
- 4) Phone/Handset Cost .....
- 5) Package subscribed.....
- 6) Purchase Date .....
- 7) EMI (Nu) .....
- 8) EMI Duration (Months) .....



9) Bank Details

- a. Saving Account Number .....
- b. Name of the Bank.....

**The Parties hereby agree to the following terms and conditions:**

1. The buyer must complete the probation period of 6 months to be eligible for the scheme
2. The Buyer agrees to upfront payment of the first EMI payment at the time of handset purchase
3. The Buyer agrees to pay the monthly EMI by the last date of every month until the end of the EMI duration except for the first upfront EMI payment
4. The Buyer agrees to provide standing instructions (SI) to his/her bank to automatically debit the EMI from their designated bank account.
5. The Buyer shall ensure sufficient funds are available in the designated bank account for the successful debit of the EMI.
6. In case of insufficient funds or failure of the debit, the Buyer shall bear any penalties or charges imposed by the bank
7. The Seller reserves the right to initiate legal action or repossess the handset in case of repeated defaults in EMI payments.
8. The Buyer agrees to indemnify and hold the BT harmless against any claims of loss or damage after the devices (which include handset /and accessories) is handed over to the Buyer. This includes damage from drops, liquid, power surges, or lightning.
9. This Agreement may be terminated by either Party by providing written notice of one month to the other Party in case of breach of terms.
10. The Buyer shall inform the Seller if they wish to make the full payment before the stipulated time and shall pay the balance EMI in lump sum prior to the exit from this Agreement.
11. The claims for damages and malfunctions of the devices purchased shall be as per the warranty conditions issued while purchasing the phone/device.
12. Any disputes arising from or in connection with this Agreement shall be resolved amicably through mutual discussions. If unresolved, the matter shall be referred to any relevant court in Bhutan.
13. **Accessory Warranty: Accessories** (e.g., adapters, cables) come with a \_\_\_\_\_month **warranty** against manufacturing defects from the purchase date. Warranty claims must also require the **original sales receipt**. Damage from misuse, accidents, or normal wear and tear is not covered.
14. This Agreement shall be governed by and construed in accordance with the laws of the Kingdom of Bhutan.



**General Warranty Conditions**

- All warranty claims for devices and accessories require the **original sales receipt**.
- **Device power-on:** For warranty assessment, devices **must be able to power on**. Devices unable to power on due to suspected external damage (e.g., power surges, lightning) may incur a diagnostic fee and are typically not eligible for free warranty service.
- **Exclusions:** Warranty does not cover cosmetic damage, damage from accidents, misuse, liquid contact, unauthorized repairs, modifications, normal wear and tear, or if the serial number is removed or defaced.

**IN WITNESS WHEREOF** both the parties agree and abide to the terms and conditions of the agreement stated above.

**Signed on behalf of BTL**

**For Buyer/Customer**

Affix legal stamp & signature

Name:.....  
Designation:.....  
Section/Division:.....

Name:.....  
Phone No.....  
Email ID:.....  
CID No.....

**WITNESS**

Name:.....  
Designation:.....  
Phone No:.....

Name:.....  
Designation.....  
Phone No:.....