**WARRANTY AND AFTER-SALES SERVICE COMMITMENT LETTER**

**Date:** [Insert Date]
**To:** [FMF – Field Medical Foundation]
**Subject:** Warranty Period and After-Sales Service Commitment

Dear Sir/Madam,

We, **[Company Name]**, hereby confirm our full commitment to provide warranty and after-sales support for the supplied equipment under the referenced tender **[ITB/FMF/ADE/200099/2025]**.

1. **Warranty Period:**
We guarantee that all supplied equipment and materials are free from manufacturing defects in design, materials, and workmanship for a period of **[insert warranty duration – e.g., 24 months]** starting from the date of delivery, installation, or commissioning (whichever occurs first).

**Note: insert warranty duration for each item listed in the BOQx (Annex B)**

1. **Maintenance and After-Sales Service:**
During the warranty period and throughout the expected life of the equipment, **[Company Name]** will ensure:
	* Provision of **appropriate maintenance services**, either preventive or corrective, as required.
	* **Availability of genuine spare parts** and consumables for a minimum of **[X] years** after delivery.
	* Prompt response to any warranty or service claims within **[e.g., 48 hours]** of notification.

**Note: insert duration for each item listed in the BOQx (Annex B)**

1. **Post-Warranty Support:**
After the warranty period expires, **[Company Name]** remains committed to offering continued technical support, spare parts supply, and maintenance services for a minimum of **[X] years** after delivery

**Note: insert duration for each item listed in the BOQx (Annex B)**

We reaffirm our commitment to quality, reliability, and full customer satisfaction in line with the contractual requirements.

**Authorized Person:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
**Name:** [Full Name]
**Title/Position:** [e.g., General Manager / Sales Director]
**Company Name:** [Company Name]
**Address:** [Company Address]
**Phone:** [Phone Number]
**Email:** [Email Address]
***Company Stamp and Signature****:*