

**Q.1**

Please let us know where and when to contact for fitment of Orthosis/Prosthesis using ALIMCO components ?

**Ans.1**

You may contact our any center at the address given below for fitment of Orthosis / Prosthesis

(a)	Regional Marketing & Disability Rehabilitation Centre, ALIMCO, C/o. Social Justice Centre, Mahila Imdad Committee, Paharganj, Opposite New Delhi Rly. Station NEW DELHI – 110 055.	Tel. :	011 - 23580831
			011 - 23587709
		Fax :	011 - 23580877
(b)	ALIMCO Auxiliary Production Centre, Plot No. 8, Peenya Plant Station, Near Jalasaudha, PO- Jalahalli BANGALORE – 560 013.	Tel. :	080 - 23377482
			080 - 23377533
		Telfax :	080 - 23577070
(c)	ALIMCO Auxiliary Production Centre, S-3/66, Mancheswar Industrial Area, BHUBANESWAR- 751 010.	Tel. :	0674 - 2586881/2587670
			2580210/2585509
		Fax :	0674 - 2587018
(d)	ALIMCO Auxiliary Production Centre, Plot No. 40,106 & 107 Ricchai Industrial Area, Maharajpur JABALPUR- 482 010	Tel. :	0761-2334717/2330319
		Telfax :	0761- 2334724
(e)	ALIMCO Prosthetic & Orthotic Centre (APOC) Artificial Limbs Manufacturing Corporation of India (ALIMCO) G.T.Road, Naramau, Kanpur- 208016	Tel. :	0512-2770897 / 2770130
		Telfax :	0512-2770172
		E-mail	<a href="mailto:alimco_hq@vsnl.net">alimco_hq@vsnl.net</a>

<b>Q.2</b>	We want to take dealership of your products. Please let us know details ?
<b>Ans.2</b>	Please send your request letter on letterhead, mentioning the qualification & experience in the field of disability / handling of Aids & Appliances for disabled. We will send you standard format for applying for the dealership.

**Q.3** Whether all your products are ISI marked ?

**Ans.3** Our major Product are ISI Marked .The list of ISI marked products are given below:

**BIS LICENCE ON ALIMCO PRODUCTS FOR ISI MARK**

S.No	Product No	Nomenclature	IS No	Licence No	Licence Issued Date
1	TDIN37 to 40	Axilla Crutches	IS: 5143- 1988	CM/L-9056072	10.6.1994
2	TD2A07 & TD2C51	Wheel Charis	IS: 7454- 1991	CM/L-9137678	3.2.1997
3	TDOH13, 14, 17, 18, 21, 22, 33, 34, 37, 38, 41, 42, 53, 54, 57, 58, 61, 62, 73, 74, 77, 78, 81 & 82	Hearing Aid	IS: 10775- 1984	CM/L-9316072	30.1.2002
4	TD2C98	Tricycle Hand Propelled	IS: 8088- 1976	CM/L-9411773	14.1.2004
5	PU1A11, 12, 15, 16	Hand Mechanical	IS: 11708- 1986	CM/L-9424580	12.4.2004
6	RU5C97, RU5C98	Cervical Collar	IS: 11569- 1986	CM/L-9424681	12.4.2004
7	TDIS10	Braille Short Hand Machine	IS: 14429- 1997	CM/L-9424883	12.4.2004
8	TDOS03	Baraille State	IS: 11279- 1985	CM/L-9424782	12.4.2004
9	TDIN70	Cane for visually handicapped Part 2 folding type	IS: 11646(PT-2)- 1986	CM/L-9424984	12.4.2004
10	RL2B34, 38	Stirrups, Split	IS: 9471 (PT-2)- 1980	CM/L-9425279	12.4.2004
11	RL2B61 to 66	Stirrup Plates	IS: 9471 (PT-3)- 1980	CM/L-9425178	12.4.2004

<b>12</b>	RL3E03, 04, 13, 14, 23, 24	Joint Unit ankle	IS: 9471 (PT-4)- 1980	CM/L-9425481	12.4.2004
<b>13</b>	RL3H11, 12, 21, 22, 31, 32	Joint Unit Knee	IS: 9471 (PT-5)- 1980	CM/L-9425380	12.4.2004
<b>14</b>	RL3HJ01, 02, 11, 12, 21, 22	Orthotic Hip Joint (Joint Unit Hip D/L)	IS: 9471 (PT-6)- 2000	CM/L-9425582	12.4.2004
<b>15</b>	RL1E10, 20, 30 RL1E95, 96 RL1H18, 19, 20, 28, 29, 30, 38, 39, 40, 91, 92, 93, 94	Orthotic Joint Bars Ankle & Knee (Upper & Lower)	IS: 9471 (PT-7)- 2000	CM/L-9425077	12.4.2004
<b>16</b>	PL4S 59, 60, 63, 64, 67, 68,71, 72, 75, 76, 79, 80, 83, 84, 87, 88	Sach foot for lower Extremity Prosthises Size 3 to 10 (R & L)	IS: 12664 (PT-1)-2003	CM/L-9829004	25.11.2010
<b>17</b>	TD2A06	Wheel chair Folding Junior Size Type - II	IS: 8086:1991	CM/L-9577710	14.2.2007

<b>Q.4</b>	Whether your products are guaranteed for any period ?												
<b>Ans.4</b>	Yes, for six month against any manufacturing defect/ workmanship on the products. Hearing Aids are guaranteed for one year.												
<b>Q.5</b>	Whether free replacement is given against damage/breakage ?												
<b>Ans.5</b>	Yes, if the product has failed due to manufacturing defects within six months from the date of purchase, free replacement is provided. Also suggestions for improvement of the product based on individual experience are incorporated in the product/ product design, if found suitable.												
<b>Q.6</b>	Are sales tax & octroi levied on your products?												
<b>Ans.6</b>	Our products are exempted from central Excise and Central Sales Tax. Any other State levy if applicable, is payable extra and will have to be borne by the buyer.												
<b>Q.7</b>	What is your normal delivery time ?												
<b>Ans.7</b>	Normally within 45 days from the receipt of order along with advance payment.												
<b>Q.8</b>	Whether the goods are covered under transit insurance and what is the procedure to be followed in case good are received in damaged condition?												
<b>Ans.8</b>	<table border="1"> <tr> <td colspan="2">Goods dispatched are covered under Open Marine Policy. Details are given in our Invoice.</td> </tr> <tr> <td>(1)</td> <td>In case of non – delivery of material by carrier within 45 days of date of GR/RR, Claims should be lodged with carrier and Insurance Company under intimation to us.</td> </tr> <tr> <td>(2)</td> <td>In case of shortage / damage, you are advised to send intimation to us with the following details.</td> </tr> <tr> <td>(a)</td> <td>Damage / Shortage / Non – delivery Certificate from the carrier.</td> </tr> <tr> <td>(b)</td> <td>A copy of claim lodged on the carriers as well as on our underwriter with Regd A/D Card.</td> </tr> <tr> <td>(c)</td> <td>In case of damage / shortage, when open delivery has been taken, the approximate repairing cost of the</td> </tr> </table>	Goods dispatched are covered under Open Marine Policy. Details are given in our Invoice.		(1)	In case of non – delivery of material by carrier within 45 days of date of GR/RR, Claims should be lodged with carrier and Insurance Company under intimation to us.	(2)	In case of shortage / damage, you are advised to send intimation to us with the following details.	(a)	Damage / Shortage / Non – delivery Certificate from the carrier.	(b)	A copy of claim lodged on the carriers as well as on our underwriter with Regd A/D Card.	(c)	In case of damage / shortage, when open delivery has been taken, the approximate repairing cost of the
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(c)	In case of damage / shortage, when open delivery has been taken, the approximate repairing cost of the												

		items along with survey Report in original should be intimated to us.
	(d)	Claim of damage/ Shortage etc may be lodged within 10days of receipt of consignment. Claim received after this period will not be entertained.