



ICT Professionals in Sri Lanka

WWW.KDKTEC.NET

KDKTEC®™

Domain Name Registration
Web Hosting, Software Developments
Web Designing, SMS and Voice Call Marketing
ICT Consultations

KDKTEC, 5TH Mile post, Nannapurawa, Bibile, Sri Lanka, 91519.

Tele: 0702042691/0725808745/0771318129/0773324698 Email: admin@kdktec.net

Business Registration Certificate No: **ME/A/5/4/2015/25** BR No: **U470087**

COMPANY PROFILE OF KDKTEC

VISION

TO BE A VERSATILE COMPANY REGARDING Internet services and COMPUTER TECHNOLOGY AND IT'S AN ORIENTED MARKET LEADER BY ASSURING QUALITY SERVICE FOR OUR VALUABLE CUSTOMERS WITH REMARKABLE internet and COMPUTER base SOLUTIONS.

MISSION

WE ALWAYS TAKE GREAT CARE OF OUR VALUABLE CUSTOMERS WITH THE DEDICATION AND PERSONAL ATTENTION OF GOOD EXPERIENCE STAFF, IN ORDER TO GIVE A REMARKABLE SERVICE TO WHETHER ANY TYPE OF ECONOMIC SITUATION WITH AFFORDABLE WAY.

MANAGED BY	:	K Dinesh Kumara
BUSINESS REGISTRATION	:	Certificate No: ME/A/5/4/2015/25 BR No: U470087
COORDINATE BY	:	K. Dinesh Kumara (Mob: 0702042691 0771318129 0725808745)
STAFF DETAILS	:	Managing Director : 01 TECHNICIANS : 01 SYSTEM DEVELOPER : 01 NETWORK ADMINISTRATOR : 01 WEB DEVELOPER : 01 Computer Programmer : 01 ACCOUNTANT : 01
BANK DEALINGS	:	Bank of Ceylon account Account Type – Current Account Name – KDKTEC A/C No – 77791627 Branch: Monaragala

You can always visit our main website at WWW.KDKTEC.NET to find more online and offline payment methods we support.

Domain Name Registration, Web Hosting, Software Developments, Web Designing, SMS and Voice Call Marketing and ICT Consultations.
ICT Professionals in Sri Lanka



ICT Professionals in Sri Lanka

WWW.KDKTEC.NET

KDKTEC®™

Domain Name Registration
Web Hosting, Software Developments
Web Designing, SMS and Voice Call Marketing
ICT Consultations

KDKTEC, 5TH Mile post, Nannapurawa, Bibile, Sri Lanka, 91519.

Tele: 0702042691/0725808745/0771318129/0773324698 Email: admin@kdktec.net

Business Registration Certificate No: **ME/A/5/4/2015/25** BR No: **U470087**

HISTORY OF KDKTEC

KDKTEC was established in the year 2011 and was registered as a business firm in 2015. Since then we have been able to stabilize ourselves to a satisfactory state with patronage of our valuable customers. Today we are encompassed with very large number of clientele in different segment.

SERVICE AND SALES RENDERED BY KDKTEC

KDKTEC provides our customers with the following spectrum of Sales and Services. Web Hosting, Domain Registrations, Software Developments, Web Designing, Email, SMS and Voice Call Marketing, Branded Computers, Custom Build Computers, Used Computers and the entire Computer Related Accessories depending on our valuable customer's requirement. Apart from that we do the following services such as: Computer diagnostics and repairing, wired and wireless networking, computer upgrades, service contracts, Database design, printer repair, Professional Sound System, Power Generators, PA Systems and installation of CCTV cameras in order to provide our valuable customers with a better service thereby satisfying our customers.

AVAILABILITY OF STOCKS

As far as our business is concerned, we have a well-maintained stock with us, however in case of none availability of any Computer Parts, we take prompt action to supply our customer's requirement with immediate effect of 24-hour Courier Service.

IDENTIFYING THE COMPUTER RELATED DEFECTS AND RECTIFYING

It is quite paramount factor of computer business to identify whatever the technical fault or malfunctioning in customer's computers or software systems without wasting his or her valuable time and money, immediately with view of assuring better service always. We wish to state that we are in fully fledged position to attend to our customer's computer related problems with involvement of our well trained and experience staff.

OUR EXPERIENCE, SERVICES AND HOW WE STAND STILL BY FACING DIFFERENT CRUCIAL SITUATIONS

We are very glad to mention that KDKTEC stands over the period of 06 years in Uva province as a central icon figure with large number of clientele such as: *Hotels, Hospitals, Garment Factories, Divisional Secretariats,*

Domain Name Registration, Web Hosting, Software Developments, Web Designing, SMS and Voice Call Marketing and ICT Consultations.
ICT Professionals in Sri Lanka



ICT Professionals in Sri Lanka

WWW.KDKTEC.NET

KDKTEC®™

Domain Name Registration
Web Hosting, Software Developments
Web Designing, SMS and Voice Call Marketing
ICT Consultations

KDKTEC, 5TH Mile post, Nannapurawa, Bibile, Sri Lanka, 91519.

Tele: 0702042691/0725808745/0771318129/0773324698 Email: admin@kdktec.net

Business Registration Certificate No: **ME/A/5/4/2015/25** BR No: **U470087**

schools and individuals who are behind the success of our business secrets to be able for us to stand as one of the leading Software and Computer organization, while giving unique service excellence. It is quite natural for any businessman to have competitors against in any business field concern. Even for us, there have been a lot of individual competitors and big companies in business operation but somehow they had to quit their software and computer business unexpectedly. Nevertheless, we are in business operation from 2011 onwards just because of our courteous, honest, prompt service, and the good will of our valued customers.

WARRANTY OF PRODUCTS AND AFTER SALES SERVICE

We purchase/develop Software systems, Computers and the Computer Accessories from reputed companies with applicable warranty period most of the time and we give our customers the same warranty given with the stipulated time period, and give good assurance of warranty for software systems and computers assembled from KDKTEC.

We personally attend to any technical problem that arises and faced by our customers with immediate effect in order to assure better service always, and most of the time we may go for a temporary replacement (ONLY Software systems and PC'S) until the defect gets rectified or warranty claim, on behalf of the survival of our valuable customers. In case of worst situations, we take great effort to pacify our customers with very reasonable rates depending on the gravity of the job concern.

GENERAL CRITERIA OF WARRANTY CLAIMING

Warranties are given in accordance with the standard prevalent method that generally followed and applied by any software systems and computer related companies, details are as follows:

No warranty for Keyboards, Mouse, Speakers, Power Adapters, Toners, Ink Cartridges, Printer Heads, Physical Damages such as Burn marks, Corrosion, Negligence, Misuse, Improper Operations, Power Fluctuation, Lightning or other natural disasters, sabotage or accidents. Repairs or replacements necessitated by such causes not by the warranty are subject to charge for labor, time and material. Warranty covers only for Manufacture's defects. Goods once sold are not returnable under any circumstance.

(This is stated in our bills and invoice)

PAYMENT POLICY

We always encourage our customers to have a fair deal with us on cash basis whereas in some cases most reliable customers are granted with credit policy as a means of assuring goodwill and the existence of our

Domain Name Registration, Web Hosting, Software Developments, Web Designing, SMS and Voice Call Marketing and ICT Consultations.
ICT Professionals in Sri Lanka



ICT Professionals in Sri Lanka

WWW.KDKTEC.NET

KDKTEC®™

Domain Name Registration
Web Hosting, Software Developments
Web Designing, SMS and Voice Call Marketing
ICT Consultations

KDKTEC, 5TH Mile post, Nannapurawa, Bibile, Sri Lanka, 91519.

Tele: 0702042691/0725808745/0771318129/0773324698 Email: admin@kdktec.net

Business Registration Certificate No: **ME/A/5/4/2015/25** BR No: **U470087**

business. However, we take a bank cheque as a grantee and we strongly advised our customers to be prompt in settling relevant payment in order to avoid any legal action.

CODE OF ETHICS

- Recommend corrective and maintenance services and explain to the customer which of these are required to correct existing problems and which are for preventative maintenance.
- Offer the customer an estimate before starting the work.
- Obtain prior authorization for all work to be done in writing or by other means satisfactory to the customer.
- Make every effort to keep the customer informed about appointments and completion of deadlines.
- Complete an itemized invoice of Components and Services.
- Furnish the customer with information on any warranties covering components or services.
- Attempt to fix the customer's problem the first time.
- Maintain a system for fair settlement of customer complaints.
- Uphold the high standards of our profession and seek to correct any and all abuses within the computer service industry.
- The Staff of KDKTEC are always strictly advised to protect personal data and secrets (in PCs) of customer contained and treated with due respect an honor.

If there are any further clarifications required regarding the above details, please do not hesitate to contact us and thank you for spending your valuable time to read our company profile.

Thank you in advanced and Best Regards.

Warmly,

K. Dinesh Kumara
Founder and Director
KDKTEC

Domain Name Registration, Web Hosting, Software Developments, Web
Designing, SMS and Voice Call Marketing and ICT Consultations.
ICT Professionals in Sri Lanka
