



DRAUGHON BROTHERS, INC.
SERVICE CALL POLICY

Regular service call flat rate fee is \$75.00 and includes: travel to location, inside Cumberland County, and the first 30 minutes of one technician's time during regular business hours of 8 a.m. to 6 p.m. Monday through Friday. Additional time will be charged at the regular technician rate of \$75.00 per hour for the first technician beginning after the first half hour included in the service charge and \$62.50 per hour for each additional technician billed from portal to portal.

Premium service call flat rate fee of \$125.00 includes: travel to location, inside Cumberland County, and the first 30 minutes of one technician's time. Additional time will be charged at the premium technician rate of \$112.50 per hour for the first technician and \$93.75 per hour for each additional technician. Premium rate applies if the call **starts before 8 a.m. or ends after 6 p.m. or occurs on a weekend or holiday**. Premium rates only apply to the portion of the service call that falls outside normal business hours of 8 a.m. to 6 p.m. Monday through Friday.

Return call fee for return trips to **any** service call for **any** reason on same system or complaint is \$37.50 per occurrence, plus applicable technician fees. For example, if a piece of gear is evacuated to our shop for repair or must be sent to manufacturer under warranty, the \$37.50 fee, plus tech fees, applies.

Premium return call fee of \$62.50 will be charged for return calls for **any** service call for **any** reason on same system or complaint if the call **starts before 8 a.m. or ends after 6 p.m. or occurs on a weekend or holiday**.

Technician fees that apply for service calls outside Cumberland County will be charged from portal-to-portal, in addition to regular and premium service call fees.

Mileage rate of .75 cents per mile will be charged on a portal-to-portal basis for service calls located outside of Cumberland County. Overnight expenses, when applicable, will include actual lodging costs plus a \$30 per day Per Diem for each technician.

All new service calls or new complaints at the same location will be billed at the prevailing rate.

All parts and materials will be billed at current retail prices. Established accounts with confirmed credit lines may be eligible to receive parts and materials discount at the time of invoicing.

If a service call results in removal of system components thus rendering the system inoperable, **DBI** may be able to provide required components on a rental basis. Rental rates and terms will be agreed upon in writing prior to installation of the rental gear. Under no circumstances will the rental charges be applied as payment against the final invoice or applied toward the purchase of the gear rented. Should it be necessary to remove system components and send them to manufacturer for repair or

off-site repair facility, a 30% mark-up will be applied to all repair charges plus applicable shipping and handling charges.

Full payment of all service bills is expected upon completion of the work except in cases where prior payment arrangements have been made.

Terms agreed to and accepted by:

Signed: _____

Date: _____



127 MAXWELL STREET
FAYETTEVILLE, NC 28301
Phone (910) 484-7131
Fax (910) 484-7132

SERVICE CALL RATES

- REGULAR SERVICE CALL** \$75.00
Service Calls made during regular business hours.
This charge includes the first half-hour of on-site Technician time.
- RETURN SERVICE CALL** \$37.50
Return trip for the same Service Call for any reason. (Example: A piece of equipment is removed for off-site repair; the return trip to re-install such equipment will be billed at an additional charge of \$37.50.)
- PREMIUM SERVICE CALL** \$125.00
Premium rates only apply to the portion of the service call that falls outside normal business hours of 8 a.m. to 6 p.m. Monday through Friday.
(Rates will be quoted at the time of scheduling.)
- PREMIUM RETURN SERVICE CALL** \$62.50
Return trip for the same Service Call for any reason that starts before 8 a.m. or ends after 6 p.m. or occurs on a weekend or holiday. (Example: A piece of equipment is removed for off-site repair; the return trip to re-install such equipment will be billed at an additional charge of \$62.50.)

PLEASE NOTE: For Service Calls outside of Cumberland County, rates begin when the technician(s) leave the company or previous call, whichever is less.

Overnight expenses, when applicable, will include actual lodging costs plus a \$30 per day Per Diem for each technician.

TRANSPORTATION/MILEAGE RATES

- MILEAGE RATES** \$.75/mile
Mileage Rates are charged portal to portal for all Service Calls outside of Cumberland County.

TECHNICIAN RATES

- FIRST TECHNICIAN** \$75.00/hr
- ADDITIONAL TECHNICIAN (S)** \$62.50/hr
- PREMIUM TECHNICIAN** \$112.50/hr
- ADDITIONAL PREMIUM TECHNICIAN (S)** \$93.75/hr

PARTS & MATERIAL RATES

All parts and material used will be charged at current retail prices with any applicable discounts being applied at the time of invoicing.

PAYMENT IS DUE UPON COMPLETION OF SERVICE CALL UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE WITH DRAUGHON BROTHERS, INC.

CUSTOMER ACCEPTANCE: _____
Name Date

For Office Use Only **Service Order #:** _____ **Technician:** _____ **Completion Date:** _____