



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

<i>For Office Use Only</i>	Service Order #:	Technician:	Completion Date:
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