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## **NOTICE: AFTER HOURS SERVICE CALLS AND PARTS POLICY**

### **TO OUR VALUED CUSTOMERS:**

#### **OVERTIME**

A full work day is 8 hours, if you work past the eighth work hour this is considered overtime. Every customer should be made aware before you work on their piece of equipment that you have already worked eight hours and are now in overtime and there are additional charges. If you are scheduling a technician to work in the shop or on the road the customer should be made aware the technician has worked his eight hours and is in overtime and there are additional charges.

#### **OVERTIME RATES:**

REG- \$84.80/hr  
OVT- \$114.80/hr

#### **EMERGENCY CALL OUT OR SHOP WORK:**

An emergency call out or shop work is when any call comes in after 5pm or on the weekend after 12pm from a customer who requires work to be performed. If you receive a call during these time frames the customer should be made aware that there will be additional charges. Please also keep in mind we do not have an "on call" schedule so every effort will be made to assist the customer with their service needs however we do not guaranty a technician will be available to assist them. The emergency call out fee is a onetime fee the customer will be charged, the customer will then be charged the standard overtime rates. This fee is nonnegotiable and will be charged regardless of the circumstances or outcome. In the case of warranty work, warranty as stipulated from the manufacturer will not pay for any overtime charges, thus in the event the machine is under warranty the customer will be responsible for the call out fee of \$80 and the additional \$30/hr to cover the overtime charges.

#### **EMERGENCY CALL OUT FEE + OVERTIME RATES:**

ONE TIME FEE- \$80  
+ RATE- \$114.80/hr

#### **EMERGENCY PARTS CALL OUT:**

An emergency call out is when a customer calls after 5pm or on the weekend after 12pm looking to pick up a part or have a part looked up for his piece of equipment. If a staff member needs to open the shop and be present for this process to occur the customer should be made aware that there will be additional charges. This charge will only cover one hour a labour from our parts technician and does not include any service work or diagnostic labour. All parts must be paid in full before they leave the building no exceptions. This fee will be charged to the customer regardless of the circumstances and outcome of the parts availability. Please also keep in mind we do not have an "on call" schedule so every effort will be made to assist the customer with their service needs however we do not guaranty a technician will be available to assist them

#### **PARTS EMERGENCY CALL OUT FEE:**

ON TIME FEE: \$150