

On-Site Service



On-Site Rates in Canada:

Standard work day, up to 8 hours, Monday to Friday between 8:00am to 5:00pm.	\$175/hour
Time in excess of standard work day or Saturday and Sunday between 8:00am to 5:00pm	\$250/hour
TR Electronic paid holidays	\$375/hour
Minimum Charge	4 hours based on rates listed above.
Travel Charge	\$75/hour

Expenses:

All expenses for all service trips will be charged to the customer at actual costs +10% admin fee. This includes, but is not limited to, airfare, car rental, lodging, and meals. A quotation will be provided for estimated expenses prior to the start of service, however, the amount invoiced will be adjusted to reflect actual costs +10% admin fee.

Assistance:

If required, assistance from the customer and/or customer's representative shall be provided at no cost to TR Electronic.

Products:

Products will be supplied by TR Electronic during on-site service.

Warranty:

All travel time associated with a warranty service call will be billed at the rates listed above. Time spent at the job site for a warranty repair will be at no charge and is subject to the maximum work hours listed below. Non-warranty related service performed in conjunction with warranty service and/or delays as a result of inaccessibility to the equipment will be billed at the above rates. TR Electronic provides no warranties, either expressed or implied, in conjunction with a service call.

Maximum Work and Travel Hours:

- Maximum of 12 hours per 24 hour period
- ½ hour break required for every 4 hours of work

Payment Terms:

- Net 30 (subject to credit approval)
- Credit Card