**Artz Service LLC**

**On-Site Service Rates**

The following rates are for all on-site service work performed by Artz Service LLC.

Work includes installations, calibration, retro-fits, and/or repairs.

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| **Pricing**: | 2 hour minimum labor charged. Cancellation policy; 3 hour labor charges plus Travel and Transportation if job is canceled, or postponed without 24 hour notice. Lodging  |
| **Payment Terms:** | As per customer account. |
| **Warranty**: | 30 days for labor. All parts are per individual part description. |
| **Rigging (if required):** | All moving, rigging, and millwright arrangements are the responsibility of the customer. |

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| **Rates** | **Schedule** | **Price** |
| **Hourly Labor Rate:** | Monday thru Friday (8am to 5pm) | $100.00 / Hour |
|  | Monday thru Friday (2nd and 3rd shifts) | $115.00 / Hour |
|  | Saturday, Sunday, and Holidays | Call for price |
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| **Hourly Travel Rate:** | Portal-to-Portal (Company Vehicle) | $60.00 / Hour |
|  | Portal-to-Portal (Air Travel) | $60.00 / Hour |
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| **Lodging:** | Overnight stay (lodging) | Actual Cost  |
| **Per Diem:** |  | $50 Per Diem |
| **Mileage:** | Business Vehicle Mileage Rate (Current GSA rate) | $0.585 per mile |
| **Air Fare:** | City-to-City (includes parking and misc.) | Actual Cost |
| **Ground Transportation:** | Rental vehicle (includes fuel charges) | Actual Cost |

DISCLAIMER & LIMITATIONS OF LIABILITY: (1) The Customer agrees that in no event shall it hold Artz Service LLC liable for any incidental or consequential damages or any loss of business not withstanding to Artz Service LLC. of the possibility of such damages. (2) ALL NON-productive, on-site Labor Hours and related Travel Hours and Expenses (due to delays caused by customer; riggers; travel and/or customer security procedures; and/or other parties not employed by Artz Service LLC) will be invoiced at applicable hourly rates for those labor and/or travel hours and related expenses. (3) Service Calls CANCELLED after Field Service Engineers arrives on-site; is in route [and/or non-refundable travel arrangements have been made] will be invoiced in full for all travel hours (at applicable hourly rates) and any related expenses (ie: air, auto, hotel, etc). (4) Estimates are based on Standard Rates (Mon-Fri 8am- 5pm) with a local engineer. If you require immediate service and a local engineer is unavailable; we will dispatch the next available engineer and ALL related travel hours and expenses [portal-to-portal], will be invoiced. (5) Machine(s) will NOT be available for production during repair or calibration service.