



Van-Centre Forklift Billing Policy

Van-Centre Forklift & Industrial Repairs Ltd. provides clear, standardized billing for all service work. By booking service, you agree to the following terms:

1. Travel / Dispatch Fee

A flat \$80.00 travel fee is charged per service call within the Lower Mainland.

2. Labour Rate

Technicians are billed in 15-minute increments at \$55.00 per increment (\$220.00 per hour), starting when the technician begins work on-site.

3. Work Authorization Threshold

If the job exceeds 1 hour and 15 minutes, you will be contacted to authorize continuation.

- If approved, work continues and billing proceeds in 15-minute increments
- If declined, work stops immediately



4. Service Order (Minimum Billing)

A minimum of 15 minutes will be billed to complete documentation, even if no repair work proceeds.

5. Workspace Cleanup

Cleanup, tool packing, and job completion tasks are billable time, charged in 15-minute increments.

6. Billing Cut-Off

Billing ends when the technician leaves your property.

7. Billing Increments

All labour is:

- Billed in 15-minute increments
- Rounded up to the next full increment



8. Time Tracking & Disputes

- Technician time is tracked using GPS and internal company systems
- Customer surveillance, cameras, timestamps, or third-party tracking will NOT be accepted as evidence in billing disputes
- Only Van-Centre Forklift records are considered valid and final

By booking service, you acknowledge and accept this policy.

9. Fuel Surcharge & Shop Supplies

- 6% fuel surcharge applied to invoice subtotal
- \$30.00 shop supplies fee per invoice

10. Equipment Value vs Repair Cost

- Equipment value (perceived or actual) is not considered in billing
- You are responsible for deciding whether repair cost is justified before approving work

11. Verbal Booking Agreement

If online booking is not completed:

- Terms will be read to you verbally
- You will be asked to confirm approval (yes/no)



- A “yes” constitutes full agreement to all terms and conditions
- A confirmation email will be issued stating acceptance

12. Assisted Booking Fee

Customers are expected to use the online booking system.

- If you refuse to self-book, a \$50.00 administration fee will be added to your invoice

13. Fixed Price Quotes

- Approved quotes represent an agreement on price, not time spent or perceived labour
- The quoted amount is for the completion of the defined repair or scope, not an hourly calculation
- Quoted prices will not be reduced, adjusted, or renegotiated based on:
 - Time spent on-site
 - Customer observation or surveillance
 - Perceived efficiency or speed of repair
- By approving a quote, you are agreeing to the total fixed price, regardless of the time required to complete the work
- Any comparison to hourly rates, time on-site, or perceived labour duration is irrelevant to quoted work
- Customers are purchasing a completed repair at an agreed price — not technician time.

Van Centre Forklift & Industrial Repairs LTD.

Location: 209b-1546 Derwent Way, Delta, B.C.

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Contact Information

Van-Centre Forklift & Industrial Repairs Ltd.

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