



## Van-Centre Forklift Billing Policy

At Van-Centre Forklift, we provide transparent and straightforward billing for our services. Below is a summary of how our billing process works:

### 1. Dispatch Fee:

- A flat fee of \$75.00 is charged for dispatching a technician to your job site within the Lower Mainland.

### 2. Hourly Rate:

- Technicians are billed in **\*\*15-minute increments\*\*** at **\*\*\$55.00 per increment\*\***, starting when the technician begins working.

### 3. Work Continuation After 1 Hour and 15 Minutes:

- If the job exceeds **\*\*1 hour and 15 minutes\*\***, we will contact you to decide if you want to proceed.
- If you agree to continue, billing will proceed in 15-minute increments. If you choose to stop, the technician will cease work immediately.

### 4. Service Order:

- Whether the work is completed or stopped, the technician will write a service order, which is billable (15 minutes).

### 5. Workspace Cleanup:

- Cleaning up the workspace and putting away tools is a billable task, charged based on the time required.

### 6. Completion Notification:

- Billing stops automatically when the technician's vehicle leaves your property.

### 7. Billing Increments:

- Time is billed in **\*\*15-minute increments\*\***, rounded up to the next full increment.

### 8. Time Tracking:

- We use GPS data to track the technician's time on-site. Customer surveillance or time tracking will **\*\*not\*\*** be accepted as proof of work completion or time spent. Only records from Van-Centre Forklift will be considered in any billing matters.

- By hiring Van-Centre Forklift, you acknowledge this policy by agreeing to the **\*\*terms of service and billing policy\*\*** on the bookings page.



#### 9. Fuel Surcharge and Shop Supplies:

- A \*\*3% fuel surcharge\*\* is added to the invoice subtotal.
- A flat fee of \$30 is charged for shop supplies.

#### 10. Equipment Value and Repair Costs:

- The value of your equipment, perceived or actual, are **not** factors in our billing system.
- If the cost of the repair exceeds the value of your equipment, it is your responsibility to exercise due diligence and decide whether to proceed with the work.

#### 11. Agreement to Terms if Unable to Complete Online Booking:

- If you, the customer, are unable or unwilling to complete the online booking form, the **terms of service** and where to find our billing policies will be read out to you.
- You will be asked if you agree to these policies and if you wish to proceed with the work (yes or no).
- By saying "yes," you acknowledge that you have read and agree to the terms and conditions, even if you require assistance in booking your repair. You will receive an email that says you agree to the booking and all of its terms.

#### 12. Booking Fees

- VCF has provided customers with a unique, convenient and easy opportunity to book you own service online without the need for us to book on your behalf, if you require assistance we will be happy to walk you through the booking process, if you refuse to self book there will be a additional charge on you invoice of \$50.00 plus tax.

If you have any questions about our billing policy, please contact us.

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This version includes the clause you requested about customer surveillance and the acknowledgment of the terms of service and billing policy. Let me know if any other changes are needed!

