



SERVICE RATES

(Effective Date: June 1, 2024)

LABOR EXPENSES:

PREFERRED CUSTOMER HOURLY RATES - 8:00 AM TO 5:00 PM	\$145.00/HR
STANDARD HOURLY RATES - 8:00 AM TO 5:00 PM	\$245.00/HR
AFTER HOUR RATES BEFORE 8:00 AM AND AFTER 5:00 PM	\$260.00/HR
HOLIDAY/PRIORITY RATES (<i>Subject to Technician's Availability</i>)	\$300.00/HR
MISCELLANEOUS SUPPLIES FEE	\$25.00/DAY

TRAVEL EXPENSES:

PREFERRED CUSTOMER TRAVEL RATE	\$80.00/HR
<i>Additional charges may apply for travel outside of Dade/Broward/Palm Beach Counties.</i>	
STANDARD/WEEKEND/HOLIDAY TRAVEL RATE	\$140.00/HR
AUTOMOBILE (Outside Dade County)	\$.66/MILE
TRAVEL AND LIVING EXPENSES	ACTUAL COST

TERMS & CONDITONS FOR PARTS:

All part orders over \$5,000 will require a 50% deposit to process the order. Small wear parts and shop supplies are typically covered under the service supply fee. If any part needs to be ordered, the tech will provide the customer a formal quote. The customer will need to approve before moving forward with the order. Any shipping costs, handling fees and taxes will be applied to final invoice. Acorn East Packaging does not warrant any defective part. Any warranties considered will be evaluated by the vendor or equipment manufacturer. All sales are final.

AEP CUSTOMER TERMS: NET 30 DAYS
NON-CUSTOMER TERMS: PAYMENT REQUIRED PRIOR TO ORDERING PARTS

SERVICE RATE BREAKDOWN:

Preferred Rates: These rates apply to all customers that have met a preferred customer status with Acorn East.
Standard Rates: These rates apply to new accounts, specialized service and all other customers.
After Hour Rates: These rates apply to any service done outside regular business hours, Mon – Fri, 8am – 5pm.
Holiday/Priority Rates: These rates apply to any service done during a holiday or if immediate service is required.
Miscellaneous Supplies Fee: This fee applies to services performed in the field. This fee covers all the necessary materials needed to complete the repairs on the equipment. This fee does not cover any parts needed to repair the equipment. Any parts needed to complete the repair will require approval by the customer prior to ordering the part..