

Service Rates & Policies: Please Read Before Booking

At Alphatech Equipment Service, we believe you should know exactly what our service costs before we arrive. Please review the following before scheduling your appointment.

Labor Rate

Our labor rate is **\$199 per hour**, with a **one-hour minimum** on every service call. This applies to all appointments, including diagnostics and inspections.

Travel Charges

We charge **\$2.00 per mile, one way**, from our shop in Rittman, Ohio to your location. There is no charge for our return trip. Billable time begins when our technician leaves our facility and ends when work at your location is complete.

Payment

Payment for every visit is due **at the time of service, before our technician leaves**. This includes diagnostic and inspection visits, whether or not repairs are performed that day. Arriving at your location and evaluating your equipment is a billable service. We accept cash, checks, and credit cards. A **3% processing fee** is added to all invoices paid by credit card.

Our Commitment to a Respectful Workplace

Our technicians are committed to treating every customer with professionalism and respect, and we ask the same in return. If a technician experiences hostile, abusive, or threatening behavior, they may end the appointment at their discretion. Any travel and time incurred up to that point will still be billed.

Questions?

If anything here is unclear, please give us a call before booking. We're happy to explain.

☐ *I have read and agree to Alphatech Equipment Service's rates and policies.*