

### Service Rates, Terms and Conditions

**Labor Rates (Hourly)**

In-Shop Table Top Machines & Shredders .....	\$135.00
Basic Bindery, Duplicators, Presses .....	\$135.00
Automated Bindery .....	\$165.00
Digital Printing Devices .....	\$165.00
Half-size & DI Presses .....	\$165.00
Pre-Press & IT .....	\$225.00

**Travel & Setup (Hourly)**..... \$110.00

**Labor:** The minimum charge for Labor is one (1) hour. Thereafter, labor is charged in quarter (1/4) hour increments. Standard Hourly Rates apply Monday through Friday from 8:00 a.m. to 5:00 p.m. Overtime rates apply for labor required before 8:00 a.m. and after 5:00 p.m., Monday through Friday, and all day Saturday, at one and one-half times (x1.5) the standard hourly rate, with a four (4) hour minimum; labor required all day Sunday and on Holidays is billed at two times (x2) the standard hourly rate with a four (4) hour minimum.

24-Hour/Standby service is available and will be quoted on a case by case basis.

**Travel & Set-up:** The minimum charge for Travel & Set-up is one (1) hour. Travel & Set-up thereafter is charged in quarter (1/4) hour increments.

Overtime rates apply for travel required before 8:00 a.m. and after 5:00 p.m., Monday through Friday. All day Saturday, Sunday and Holidays, travel is billed at two times (x2) the standard hourly rate, portal to portal.

Service call cancellations must be made three hours in advance of the scheduled service start time. If cancellations are not made within a proper timeframe, the travel & set-up will be charged if PFS Technical Specialist incurs time in or out of route of the previously scheduled call.

For extended travel and emergency non-scheduled service calls, the charge is \$110 per hour, portal to portal. Travel related expenses are billable.

**Parts:** Parts are not included in Labor and Travel & Set-up rates. Shipping costs from manufacturers will be charged to the Customer. Ground freight is used for warranty, contract, and billable customers. Expedited shipping requires a Customer authorization/signature on the Sales Order confirming that Customer will pay additional cost for this freight method. Warranted parts shall be furnished on an exchange basis.

**Terms and Conditions:** Service call shall be performed only on request of the CUSTOMER.

PFS may need to remove equipment from the Customer's premises for the performance of repairs and/or maintenance, upon written approval by the customer.

**Disclaimers of Warranty, Exclusion of Liability and Limitation of Remedy:** PFS makes no warranty of any kind with regard to services performed and goods delivered whether express, implied, relating to merchantability, fitness for particular purpose or otherwise. PFS shall not be liable to CUSTOMER or any other party, person, or organization for any incidental, indirect, special, consequential or punitive damages arising out of the performance or non-performance of services or the furnishing or failure to furnish goods by this agreement without regard to whether such damages are foreseeable or foreseen, or are claimed to arise by reason of breach of contract, breach of warranty, negligence, misrepresentation, strict liability or other legal theory.

A late charge of 1.5% per month will be assessed on any past due amounts.

**Certifications:** Print & Finishing Solutions maintains \$2,000,000 Commercial General Aggregate liability insurance policy with Hartford Casualty Insurance Co. (policy #12SBABF3704) and complete Workers' Compensation coverage through Employers Compensation Insurance Co (policy #ADP005744915).

PFS Technical Specialists are factory-trained by all key manufacturers including: Akiles, BAUM, Brackett, Challenge Machinery Company, C.P. Bourg, Deluxe, Graphic Whizard, ISP, James Burn, MBM Corp., MBO, Mitsubishi Imaging, MGI, Morgana, Mimaki, OKI Data, PDI, Perfecta, Presstek, RYOBI MHI Graphic Technology, Stahl, Standard/Horizon and others. Manufacturer's references are available upon request.

Customer Authorization: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

PO Required:  Yes  No

If No, Person/s Authorized to order service: \_\_\_\_\_

Office Use only: Customer \_\_\_\_\_  
 Effective 01/01/18

Date: \_\_\_\_\_