



THE ROLL HANDLING PEOPLE FOR OVER 30 YEARS.

TILT-LOCK FIELD SERVICE

ON SITE SERVICE RATE:

The service rate for a Tilt-Lock field service representative repairing Tilt-Lock products is \$110.00/hour. There is an eight-hour minimum billing. We will charge this rate for time at the job site during normal business hours. Work performed on weekends (Saturday) or after eight hours will be charged at a rate of time and one half. Work performed during Sundays and holidays will be charged a rate of double time.

If at the customer's direction a service representative is required to remain at or near the customer's site, whether or not service is actually performed, a maximum of eight (8) hours per day will be charged at the applicable rates. Rates do not apply to service conducted for the nuclear industry or hazardous duty. Contact the technical services department for further information.

TRAVEL AND LIVING EXPENSES

In addition to labor charges, we will charge the actual cost of travel to and return from the customer's location. We will also charge the actual living expenses for the service representative while at the job site.

TRAVEL TIME

There will be a travel time charge of \$50.00/hour from portal to portal, but will not exceed 4 hours for domestic and 16 hours for international travel.

TILT-LOCK IN HOUSE SERVICE RATE:

The service rate for items sent to Tilt-Lock for in-house repair is \$75.00/hour plus parts used for the repair. Shipping charges are the responsibility of the sender.



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8 hours per day @ \$110.00/hour	\$880.00/day	\$880.00
Airfare round trip (estimated)	\$1,000.00	\$1,000.00
Hotel (estimated)	\$100.00/day	\$100.00
Car rental/fuel/parking (estimated)	\$120.00/day	\$120.00
Meals (estimated)	\$40.00/day	\$40.00
8 hours travel time @ \$50.00/hour	\$400.00	<u>\$400.00</u>
		\$2,540.00/day (estimated)

The above costs are estimated and do not include any parts required to repair the equipment. The actual costs, greater or smaller, will be billed.

Labor is for a regularly scheduled workday, work performed after the eight hour day or on Saturday will be billed at time and one half. Work performed on Sunday or a holiday will be billed at double time.