

Service Cost Statement

Sel-Tek Limited is committed to providing a high quality support service for all our clients from initial enquiry through to system acceptance, and throughout the warranty period of the supplied equipment.

Service Level Agreements (SLA) can be agreed with a client for systems out with the warranty period.

For all non-related warranty issues, the following service charge rates are applicable:

Labour Charges:

- Labour charges will be invoiced at a rate of £100.00 per hour per engineer.
- Labour charges are based on the accumulation of the time the service engineer(s) spend in transit to and from the end user's facility and performing the required equipment service on site.

Expenses:

- An expense charge of £200.00 per diem/per engineer will be invoiced for each day that the service engineer(s) spend on site at your facility. These charges are applicable to all customers out with a 75 miles radius of our Greenock, Inverclyde, UK office.
- Air fare or road travel expenses will be charged at the actual amount incurred for the service visit and receipts documented for the customer.

Parts:

- All parts required for the equipment repair and/or maintenance of the end users machinery will be invoiced at the quoted price.

Terms and Conditions:

All of the above are subject to change within a 30 day advance notice period.