Service Contract Agreement Details

1. General Terms
    a. We offer 1 year or 3 year service contract (SC) agreements.
        i. Customers always have the choice of repairs only or the combination of repairs and hours.
        ii. If you use up all your repairs and hours, simply re-order another agreement.
        iii. We charge per test system. The maximum charge is for 4 or more systems.
        iv. Our agreement starts when payment is received.
    b. Hourly rates:
        i. The contract technician rate is $150/ hour (non SC is $250/hour).
        ii. The development/engineering rate is $250/hour (non SC rate is $400/hour)
    c. Repairs can be converted into hours and hours can be converted into repairs
        i. 1 repair equals 16.66 technician hours (SC rate)
        ii. 1 repair equals 10 development/engineering hours (SC rate)
    d. We discount just about everything by 10% for customers with service agreements.

2. Coverage Details
    a. These modules are always covered: DMM-16, VFIF-16, PAM-16/N, CMM, CPM-N, SCM-BP.
        i. Service Agreement customers receive expedited repairs automatically (2 weeks).
        ii. We will try our best to service discontinued modules.
        iii. Repairs not listed above may take up more than one repair or more time.
        iv. Sometimes we have modules for exchange, but this may require extra fees or more than one agreement repair.
        v. Repaired boards are returned with a diagnostic and repair summary report.
    b. The best way to reach us is at support@reedholmsystems.com.
        i. We work from 9am to 5pm Texas time.
        ii. We try to respond right away to service requests, but sometimes it takes a day.
        iii. Let us know your preferred shipper and account number.

3. Travel Expenses
    a. We bill this at $750 (domestic) and $1500 (international), from door to door.
    b. We work really hard to estimate how much we need to charge for a customer visit.
    c. Payment is due before we book travel.
    d. If you need to change travel dates let us know, because change fees may apply.
    e. It's no problem to pay by Visa or MasterCard, but there is a 5% fee.