

Call out / break down / Service rates

Under warranty:

Should your conveyor be found to be **defective** due to poor workmanship or failure while within the warranty period, we will repair your conveyor at no charge to you. This will include travelling costs incurred up to 25km from our work in Queensburgh, Durban otherwise travelling will be charged for. Please note, that buy out items will carry the relevant suppliers guarantee.

Out of the warranty period:

Should the conveyor be out of warranty or found to be defective due to negligence, we will either assess and quote or carry out the repair of the conveyor at your request. This needs to be confirmed prior to any repairs being carried out. Should you want the conveyor repaired, we will only cost the job once complete or quote for work at a minimum charge of 3 hours.

Time charged for:

We do not charge on site labour and travelling separately. We charge from when our technician leaves our premises.

Our call out rates are as follows:

Technician + 1 assistant (generally for call outs/break down / Servicing)

- R _____ per hour (normal work hours, Mon-Fri)
- R _____ per hour (after hours)

Technician + 3 assistants (generally for installation work)

- R _____ per hour (normal work hours, Mon-Fri)
- R _____ per hour (after hours)

RATES EXCLUDE VAT.