

Services & Support

<u>Service Type</u>	<u>Service Charge*</u>
In-Shop	\$42.75 per hour (\$28.64)
On-Site / In-Home	\$58.75 per hour (\$39.36)

* "After hours" service & support is subject to a \$20.00 per hour surcharge. Surcharge in effect from 9:00PM to 9:00AM Monday through Saturday and all day Sunday. Hourly charges apply for & during travel, in addition to mileage fees below.

The price in parenthesis "()" is for customers that own a SFC system
- it is 33% off our regular rates. Other discounts are available.

Transportation to and from site / home

\$0.99 per mile

You do not pay per hour for transportation. You only pay \$0.99 per mile - round trip
- UNLESS "after hours"... see above. Fuel surcharge in effect due to inflated fuel prices.

No transportation charge for in town (*Osborne city limits*) service,
unless "after hours" services, see above.

Frequently Asked Questions (FAQ)

- *When was the last time rates were increased?*
- July of 2002 and before that, July of 2001. We have to increase our charges from time to time in order to counter for inflation, training, certification charges, license fees, and to improve our services for our customers, among many other things.

Payment Methods

Visa	MasterCard	American Express	Discover
Cash	Money Order	Personal Check	Charge*

* Approval for charging must be established before services are rendered; accounts must be in good standing.
Trading items and / or services unacceptable.

All charges to be paid upon rendering of services (cash & carry), unless other arrangements have been agreed upon beforehand by both parties.
No exceptions.

Fine Print

Minimum charge of one hour labor & transportation fee. After first two hours of service, time will be rounded to and charged by the half hour.
Prices per technician.

Penalties

Returned checks are subject to a \$30.00 charge.

Notice

Systems left over 90 days after work is completed will be donated to families with no computer.

We are not responsible for your loss of property, data or other personal claim in the event of fire, flood, tornado, theft or other "Acts of God".