

Service Policy | Domestic

INSTALLATION OF EQUIPMENT-

To be provided by Customer

Customer to install machine line, level and install air and electrical to machine. Contact Hamrick Manufacturing at least ten (10) days prior to start-up of production. H.M.S. Service Technician will arrive on day of start-up to assure function of machine, instruct plant personnel of proper operation, safety, maintenance of machinery and changeover.

Customer to pay installation service rate (**SEE BELOW**), round trip airfare, carfare and all incurred expenses from home base or last base, whichever is less.

COURTESY

When a Service Technician is in a customer's area, he will stop and offer his services at no charge, provided he has good cooperation as not to lengthen his visit.

PHONE SERVICE

If a small problem arises, contact Hamrick Manufacturing as we can many times solve the problem over the phone.

EXTENDED ASSIGNMENTS

If a Service Technician is needed for more than two (2) weeks, he will be allowed to return home every second weekend at the customer's expense.

WAITING TIME

The customer is responsible to pay for waiting time if our Service Technician is prevented from working, if during this time our Service

Technician is required for another job, the customer will pay for return expenses.

EXPENSES

Travel expenses are charged at actual costs. This includes, as a minimum: air fare, hotel, meals, miscellaneous incidentals, etc. If private car is used, the mileage charge is .575 cents per mile.

WEEKEND STAY-OVER

If a serviceman is required to stay-over on the weekend (and not work), the customer will be billed at a rate of \$500.00 per day.

REQUESTED SERVICE (standard) RATES

\$95.00/Hour Straight Time (Monday thru Friday)

Time and a half on Saturdays

Double time on Sundays and holidays

\$60.00/Hour Travel Time (To and From Base)

\$75.00/Hour Travel Time Sundays and Holidays)

*** Overtime rate of time and a half will be charged for any hours over 8**

INSTALLATION AND WARRANTY SERVICE RATES

\$80.00/Hour Straight Time (Monday thru Friday)

Time and a half on Saturdays

Double time on Sundays and holidays

\$55.00/Hour Travel Time (To and From Base)

\$70.00/Hour Travel Time (Sundays and Holidays)

*** Overtime rate of time and a half will be charged for any hours over 8**