

Field Service Terms

The following terms and conditions apply to all service which dp Technologies Group provides, either by direct employees or contracts to an independent third party and the service is performed by visitation to the customer's facility. The customer understands that the terms and conditions set below shall be controlling. Additional terms and conditions MUST be signed and accepted by dp Technologies Group. Service will be provided under these terms and conditions only.

- \$100.00/hr Standard \$155.00/hr Senior for normal business Hours Monday thru Friday (On-Site) We will recommend what level of service technician you will require.
- \$75.00/hr Standard \$100.00/hr Senior for travel time plus current mileage charge
- \$65.00/hr Standard \$100.00/hr Senior for programming / troubleshooting in dp office / phone support
- Rate are increased by 1.5 times indicated rate for any time outside normal hours, over 8 hours per day, or Saturday (On-Site)
- Double Time for Sundays and Holidays.
- A meal Per-Diem is \$45/day for each day, per person, if required to stay overnight.
- If International border crossing is required, any customs fees and permits will be additional.
- It is the Customer's responsibility to provide any working papers, forms or correspondence required for a dp Technologies employee to work in another country.
- All expenses including airfare, rental care & hotel fees (including Airline layovers) will be invoiced at cost plus a 10% handling fee.
- dp Technologies will make all Travel(Airline, Hotel, Rental Car, etc.) arrangements.
- All currency is in U.S. Dollars
- The minimum charge for Field Service is four (4) hours on site time at the appropriate rate plus expenses.
- For each day of holdover (Technician is held in area at customer request) there will be a minimum charge of four (4) hours at the appropriate rate plus expenses.
- Travel time is defined as any time spent traveling to the job site from the Field Service Technician's office location and back.
- Two week notification is required on all start-ups.
- For systems built by dp Technologies Group, warranty labor is provided only if dp Technologies provided start-up service. All individual components are covered under the standard manufacturer's warranty as described in the manufacturer's Warranty Terms and Conditions.
- The price for service will be at the rates quoted currently by dp Technologies and in effect at the time the service is performed (see service rates above). Terms are 1%-10 days, net 30 days with approved credit. dp Technologies has no obligation to provide service to customer with a past due balance. Taxes as required will be added to invoices, all service rates do not include taxes or fees.
- Service is sold on a "best effort" only basis. There is no guarantee that a service technician will fix the problem: time and expenses are still due.
- The purchaser of service has to provide all of necessary labor and arrangements to make sure we have access to the equipment. If Arc Flash procedures are mandated in your plant, you will be responsible for providing a certified arc flash assistant and any required equipment required. We will provide basic tools and electronic testing equipment for doing start-up, maintenance or troubleshooting. If more sophisticated equipment is required, the customer will be responsible for providing it.
- dp Technologies Group will not be responsible for any damages, lost production or other costs associated with our field service support or component item failures.

Placing an order for field service support indicates you have read and agreed to dp Brown of Saginaw, Inc. dp Technologies Group terms.

Requested Service Date: _____ Signature for Service Approval: _____ PO# _____

Machine & Controls ID: _____

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