

Standard Service Terms and Conditions

PURCHASE ORDERS

A **written purchase order** is required prior to confirming any arrangements for service including warranty, installation or repair. The P.O. should be provided as early as possible to ensure scheduling availability and to reduce travel costs.

LABOR RATES

All labor and expenses are charged on a portal-to-portal basis. Travel time begins upon departure to the specified plant location, two hours prior to the scheduled flight departure time (if applicable) and ends at arrival to the plant or hotel.

| <i>STANDARD LABOR RATES</i> | |
|----------------------------------------------|--------------------|
| Monday-Friday, up to eight (8) hours per day | \$ 180.00 per hour |
| Monday-Friday, after 8-hours per-day* | \$ 260.00 per hour |
| Saturday | \$ 260.00 per hour |
| Sunday and Holidays** | \$ 340.00 per hour |

| <i>NON-STANDARD (LEGACY EQUIPMENT) LABOR RATES</i> | |
|----------------------------------------------------|--------------------|
| Monday-Friday, up to eight (8) hours per day | \$ 210.00 per hour |
| Monday-Friday, after 8-hours per-day* | \$ 290.00 per hour |
| Saturday | \$ 290.00 per hour |
| Sunday and Holidays** | \$ 370.00 per hour |

* The maximum time service personnel are allowed to work/travel per day is 12 hours. Special exceptions may be allowed for critical situations or emergencies, based on the discretion of the technician. All other situations must first be approved by the ALPS Service Manager.

** Scheduled and published ALPS holidays. Technician availability cannot be guaranteed.

TRAVEL AND LIVING EXPENSES

Travel and expenses are to be billed to the customer for all ALPS service calls including normal warranty work. Per Diem rates are charged for meals and all other expenses are charged at cost plus 15%. Estimates can be provided based upon request, but 'not-to-exceed' values for expenses will not be accepted. Receipt copies will be made available upon special request.

Revised January 04, 2021