



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	\$ 205.00 per hour
Monday-Friday, after 8-hours per-day*	\$ 320.00 per hour
Saturday	\$ 320.00 per hour
Sunday and Holidays**	\$ 420.00 per hour

<i>NON-STANDARD (LEGACY EQUIPMENT) LABOR RATES</i>	
Monday-Friday, up to eight (8) hours per day	\$ 275.00 per hour
Monday-Friday, after 8-hours per-day*	\$ 430.00 per hour
Saturday	\$ 430.00 per hour
Sunday and Holidays**	\$ 565.00 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.

LATE CANCELLATION POLICY FOR SCHEDULED SERVICE APPOINTMENTS

Introduction 1.1 This policy outlines the guidelines for late cancellations of scheduled service appointments. A late cancellation refers to a cancellation made under 5 business days before the scheduled appointment of when the technician is required to travel. To ensure efficient resource allocation and to compensate for potential losses, a fee of \$1000 will be billed to the customer. This fee will be applied at the end of the rescheduled appointment.



Standard Service Terms and Conditions

Late Cancellation Fee 2.1 When a customer cancels a scheduled service appointment under 5 working days before the technician is scheduled to travel, a late cancellation fee of \$1000 will be billed. 2.2 The late cancellation fee will be applied to the customer's final invoice and will be due for payment at the conclusion of the rescheduled appointment. 2.3 The late cancellation fee aims to cover any costs incurred due to the cancellation, such as wasted travel expenses, technician's time, and potential lost business opportunities.

Rescheduling of Appointments 3.1 In case of a late cancellation, the customer is required to reschedule the appointment within a reasonable time frame. 3.2 The customer should contact ALPS promptly to reschedule the appointment and discuss the availability of alternative dates. 3.3 The late cancellation fee will be applied only once the rescheduled appointment has taken place.

Exceptional Circumstances 4.1 Exceptions to the late cancellation fee may be considered in cases of extenuating circumstances, such as emergencies, severe illness, or unavoidable events beyond the customer's control. 4.2 ALPS will review the exceptional circumstances and make a determination regarding the application of the late cancellation fee.

Communication and Notification 5.1 When you book a service appointment, we hold a space on our calendar that is no longer available to our other customers. Service appointments are in high demand so if you need to cancel, please let us know as soon as possible. If cancellation is necessary, we require you let us know at least 5 business days in advance. ALPS shall communicate this late cancellation policy to customers at the time of scheduling an appointment. 5.2 Customers will be notified about the late cancellation fee and its application in the appointment confirmation email or any other appropriate communication channel. 5.3 It is the customer's responsibility to review and understand the late cancellation policy before scheduling an appointment.

Policy Enforcement 6.1 ALPS reserves the right to enforce this policy and charge the late cancellation fee in accordance with the terms outlined herein. 6.2 Failure to pay the late cancellation fee may result in additional actions, such as suspension of services or refusal to schedule future appointments until the fee is settled. 6.3 The service provider may modify or update this policy as needed, and any changes will be communicated to the customers in a timely manner.

Revised January 1, 2024