

SERVICE POLICY effective 1/01/2011

Quotations are valid for 30 days from date of quote. Rates for service are those in effect at time of service.

North America Service Charges

(Applies to all 50 states, Canada, and Mexico)

Service representatives travel time is regular or overtime rates from (figure 1) below, regardless of method of transportation. Travel is billed at standard rates and limited to a maximum of eight (8) hours. Work and travel on the same day will be accumulated to actual hours with a minimum billing of four (4) hours. When hours exceed eight (8) hours per day overtime rates will apply. Any representative can decline to work more than sixteen (16) continuous hours in a day, and is entitled to a ten (10) hour break. Travel and living expenses (mileage at .425/mile) to and from a job will be billed to the customer at cost. Standby time, at the direction of the customer, will be billed at the standard rates. The reasons for waiting include, but are not limited to:

- Plant not ready.
- Other work takes precedence.
- Labor not available.
- Parts not available.
- Customer holiday while representative is required to remain at customers site.
- Customer requires representative to remain over weekend to complete in following week.
- Union labor strikes or lockouts.

Work or goods purchased in support of a repair or test contracted between CCSI and the customer will be billed at cost plus ten percent (10%). This includes labor, materials, consumables and any fixed price testing.

CCSI service personnel will not work unassisted without qualified customer personnel.

Figure 1

	Regular Time	Overtime
Standard Rates* (Mon.-Fri.)**	\$135.00/hr.	\$202.50/hr.
Saturdays	\$202.50/hr.	\$270.00/hr.
Sundays and Holidays	\$270.00/hr.	\$405.00/hr.

*Regular time is eight work hours per day; overtime is any time over eight work hours per day.

** Excludes holidays.

Service maintenance agreements are available upon request. Ask your representative for details.



Exclusion of Unauthorized Labor Charges

CCSI shall act as an independent contractor with respect to work performed by its representatives. When it is necessary, for any reason, to assign persons, tooling or other equipment to assist the representative, the purchaser shall bear this expense. CCSI will assume no responsibility and will accept no back charges for cost of labor, tooling, or equipment rental unless written authorization has been furnished by CCSI prior to the work.

CCSI shall not be responsible either by commission, or omission, for the acts or workmanship of the employees, contractors, subcontractors, or agents of the purchaser.

International Field Service Work

(All locations not included in the North America area)

All charges for International Field Service time are illustrated in (figure 2):

Any preparatory expense, such as visas, travel to obtain visas, etc. incurred by our field representatives will be invoiced to the customer issuing the purchase order.

No representative will be dispatched before a letter of credit is received.

The personal security of the representative is the responsibility of the customer. Reasonable housing and living standards must be provided.

Figure 2

	Regular Time	Overtime
Standard Rates* (Mon.-Fri.)**	\$155.00/hr.	\$232.50/hr.
Saturdays	\$232.50/hr.	\$310.00/hr.
Sundays and Holidays	\$310.00/hr.	\$465.00/hr.