

## CALL OUT CHARGES & TERMS

30<sup>th</sup> March 2021. See notes overleaf.

### Standard charges

1. Minimum call out/ visit rate: £118 + VAT
  - including 1<sup>st</sup> hour on site
  - including travel for properties up to 50 miles from Head Office
2. Subsequent hours on site: £58 + VAT per engineer per hour.
3. Further travel: £1.21 + VAT per mile each way
  - for mileage over 50 miles from Glendevon office
  - covers both engineer time and vehicle costs
4. Technical support/ reports: £50/ hour + VAT
  - Via telephone/ email
  - Minimum charge of £32.50 + VAT

### Emergency Rates

These apply on weekends and bank holidays

- minimum call out rate: £188 + VAT
- subsequent hours on site: £85 + VAT per engineer per hour
- mileage over 50 miles from office: £2.42 + VAT per mile each way





## NOTES

30th March 2021.

### Note 1:

If required, additional charges will be made for:

- ▲ Parts
- ▲ For systems/ parts not sold by Glendevon Energy: administration time at £50+VAT per hour. Including:
  - liaising with suppliers for product/ system/ warranty information
  - sourcing replacement parts.

### Note 2

Payment Terms.

All parts must be paid for prior to ordering

- parts used from van stock during a visit will be charged after the visit
- parts ordered but not required will be subject to a 15% re-stocking fee
- please note electrical parts and some others can't be re-stocked if ordered specifically for the job

Standard payment terms are 14 days after invoice, unless further works are required within this time - Each visit/ invoice must be paid for prior to further works/ visits being undertaken.

### Note 3

Warranties.

We are happy to remedy any problems relating to parts and labour installed by Glendevon Energy within warranty free of charge.

For installations, Glendevon Energy's warranty on parts and labour is typically 2 years from date of commissioning, manufacturer's warranties vary between systems. See terms and conditions of original sale.

For repairs, Glendevon Energy's warranty on parts and labour is for 1 year unless it is a 'wear part' which manufacturers do not offer a warranty on.

For parts outside Glendevon Energy warranty, claims to manufacturers can be made for an administration charge of £55 + VAT, plus any expenses such as carriage. Replacement parts will be payable by the customer and refunded minus expenses if the claim is successful.

### Note 4

Travel is calculated from our office at Tullibole Mill Farm, Crook of Devon, Kinross KY13 OUL.

### Note 5

Standard VAT is 20%.

### Note 6

Please note that troubleshooting can be a process of elimination, and underlying issues may only show up as other issues are resolved. Therefore, we cannot guarantee that a system will be operational following any visit. However, our Engineers can explain what work they are doing and why whilst onsite, and we can provide reports on work undertaken (see Point 4 overleaf).

### Note 7

Price revisions will be published on the Glendevon Energy website.

To view Glendevon Energy's Privacy Policy please visit our website.

[www.glendevonenergy.co.uk](http://www.glendevonenergy.co.uk).