

BW Packaging Systems - Field Service

US Standard Service Rates and Policies



BW Packaging Systems offers the highest quality service and is well equipped with all the tools required to complete a quality installation. Our group consists of dependable and dedicated personnel with years of hands-on industry experience that you can trust to complete your installation and service your equipment in a timely and efficient manner. An important aspect of our service/installation group is that many of our technicians have the unique expertise that combines both mechanical and PLC programming capabilities. Our extensive service network positions BW Packaging Systems as an industry leader in service support and affords us the opportunity to participate in concurring integration projects in a timely manner.

Hourly Rates – Standard Services

Hourly rates indicated below apply to work performed by BW Packaging Systems representatives. A purchase order is required prior to dispatching a team member to site. BW Packaging Systems staff is not allowed to work more than 14 hours in a 24 hour period. Standard hourly rate will apply to work performed up to 8 hours Monday through Friday between 6am to 6pm, except holidays. Time over eight hours per day and Saturday is billed at a multiplier of one and six tenths standard rates. Sundays/ Holidays and Monday through Saturday over 12 hours will be charged at two and two tenths the standard rates.

Monday – Friday, up to 8 hours

<i>Certified Service</i>	\$160.00/hour
<i>Specialist Service *</i>	\$175.00/hour
<i>Master Service **</i>	\$195.00/hour
<i>Programmer ***</i>	\$250.00/hour

*Specialist Service applies to highly complex tasks that require a special knowledge and experience.

**Master Service applies to technicians who possess a unique knowledge, experience and a skill set not easily accessible in the industry and will also apply to Trainers.

***Programmer applies to engineers who possess a thorough knowledge of programming code and for our equipment in the field.

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Travel Rates

Travel up to eight (8) hours per day will be charged at applicable standard rates. Travel in excess of eight (8) hours will be charged at premium rates

Customized and Emergency Service

There will be a 20% up-charge fee implemented to the hourly rate on requests for specific service representatives. There will be a \$1,000 premium added for Non-scheduled or Emergency Service (service requested less than 48 hours in advance).

Daily Living Expense

The daily per diem charge is intended to cover meals, laundry, and living expenses while on site- \$100/day.

Travel Expenses

BW Packaging Systems provides all travel arrangements utilizing a dedicated travel agency. Airfare, rental car, ground transportation, and hotel expenses will be paid by BW Packaging Systems and billed at actual cost plus 25% handling and administration fee.

All travel time to and from the work site is considered billable and is billed at actual plus two hours prior to flight time.

Waiting Time

All time spent in the job area waiting for work to begin, not the result of BW Packaging Systems actions will be billed at the applicable hourly rate. Saturday, Sunday, and holiday minimum charge will be 8 hours at applicable rates. A minimum of 4 hours will be charged at applicable rates when a customer requests a service technician to layover on weekends or holidays, even though no work is being performed.

Extended Site Time

During extended on-site stays, BW Packaging Systems technicians will be allowed to leave site, at the customer's expense, one (1) weekend for every three (3) weeks worked.

Invoicing

All invoices are payable upon receipt. Prices are NET and do not include any tax. Customer is responsible for any tax, if applicable. All service calls that are over 100 miles away and/or require lodging are billed at a minimum of 8 hours per day.

Cancellation Charge

Any cancellation of a service visit will result in the full cost of the purchased airfare and any administration fees that may have been imposed by the airlines. If the visit is rescheduled at the time of cancellation, only the administration/change fees will be charged.

Provisions

- BW Packaging Systems reserves the right to submit partial invoices.
- Customer is responsible for procuring all necessary approvals, permits, and documentation to ensure that on-site BW Packaging Systems personnel comply with all local work permit regulations, especially in foreign countries.
- It is further understood and agreed that the customer will indemnify and save harmless BW Packaging Systems from and against any and all claims for injury or death to persons or damage to property (including cost of litigation and attorney's fees), in any manner caused by, arising from, incident to, connected with, or growing out of the work to be performed hereunder. BW Packaging Systems shall not be liable for consequential damages arising from performance of the policy.