



912 Smithfield Dr., Unit 3, Fort Collins, CO
Office (970) 494-1817 Fax (970)493-7157

Service Work Agreement

Dear Customer:

Below are Flow Fire Protection's terms and costs for service work requested by your firm. Please read carefully, and call if you need further clarification or have questions before authorizing the work to be done.

1. Service rates itemized below are for work sites within 30 miles of our office at 912 Smithfield Drive, Fort Collins, CO address. Work sites outside this area will be subject to an additional charge of \$ 2.50 per mile over 30 miles from our office.
2. All service work will be assumed to be completed with 1 foreman/fitter. If the work is such that 2 men are required to perform an operation, you will be notified, and the additional man, if authorized, will be charged to your firm at a rate of \$ 85.00 per hour in additional to the pricing below.
3. **Flow Fire Protection will require payment at time of service.** Payments accepted will be cash, check, Visa or Mastercard.
4. **Standard Service rate is \$ 255.00 charge for normal work hours, 7 am to 3:30 pm, starting at the time the technician arrives at the work site. This is the minimum charge for up to 3 man hours of labor. Additional hours will be billed at a rate of \$ 85.00 per man hour thereafter.**
5. **A truck charge of \$ 45.00 will be assessed on all service calls.**
6. Every effort will be made to respond to service calls within 4 hours.
7. Requests for service after 12 pm will be scheduled the next day unless it is deemed an emergency by the customer, in which case time after 3:30 pm will be charged at a rate of \$ 382.50 for up to 3 man hours of labor, and \$ 127.50 per man hour thereafter.
8. Saturday service rate will be billed at \$ 382.50 for up to 3 man hours of labor plus truck and material charges, and \$ 127.50 per man hour thereafter.
9. Sunday and Holiday rates will be billed at \$ 510.00 for up to 3 man hours of labor, plus truck and material charges, and \$ 170.00 per man hour thereafter.
10. Material will be billed at cost plus 20%.
11. If the service work involves special equipment or material not available at the time of service, the customer will be notified as to when the material or tools will be available to complete the work. If authorized by customer to complete work at a later time, Customer will only be charged for time at jobsite, minimum 1 hour plus truck charge. The 3 hour minimum, however, will be assessed at time of return to jobsite to complete the work, plus truck charge.

By signing below, I fully understand the terms and conditions of the work and associated payment. I am fully authorized to sign this document on behalf of the owner/management, and approve payment terms and obligations as stated herein.

Owner/Owner Representative

Authorized Signature

Date

A service charge will be made and added to the prices on all payments past due and owed by the Purchaser under this contract, at a rate of 12% per annum, or if such rate is prohibited under applicable law, then at such maximum rate as is permitted under applicable law. Flow Fire Protection, Inc. reserves all lien rights pursuant to collection of all monies due and payable. Purchaser shall pay any reasonable attorney's fees incurred in the collection of past due accounts.