

Andre Glanton TTUS 01/01/2022 Rev. 11/17/2021	<b>TORNOS U.S. SERVICE AND SUPPORT  PRICES</b>	<b>TORNOS</b>
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**Terms and Conditions for Tornos US Phone Support  
Repair Service and Applications**

Tornos offers a yearly technical phone support plan for all non-current customers (Customers who haven't purchased a machine within 7 years) for the following machine models:

ENC, Deco, Multi-Spindle, Sigma, Micro, Delta, Robobar, and EvoDeco.

**Yearly Phone Support Plan Costs:**

Cost yearly for this plan will be \$1700 for phone support on the mentioned machines. Customer will be granted a 10% discount if multiple years are purchased together.

If a customer is not interested in this plan they can pay per call at a rate of \$50 per every 15 minutes after the first 15 minutes which are given for free, but does not reset if multiple calls are made.

These parameters are being set up to curb phone support abuse, including emailed programming (**writing new and complete part programs are not included in this plan**).

Documents sent to the customer whether emailed or faxed are included in this plan (repair procedures, machine parameters, and programming examples only). **Manuals are NOT included in this plan and will be billed at the standard spare parts price.**

The Tornos part number for this Phone Support Plan is **CSAPSUS**. All support will be monitored by Tornos staff and if any support is deemed excessive the customer will be billed accordingly.

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**These prices are effective January 01, 2022.** Field service will be billed in full one (1) hour increments. Tornos U.S. reserves the right to change this price list and conditions without prior notice.

### **TORNOS U.S. STANDARD FIELD SERVICE PRICING**

**HOURLY RATE: \$175.00**

Applies to service rendered during normal working hours of 8:00am-5:00pm.

**OVERTIME HOURS: \$262.50/\$350.00**

**(\$262.50)** Applies to any time worked after 8 hours that is approved by the customer.

**(\$350.00)** Applies to Weekends and Holidays, these are billed as double time and must be approved by the customer and Tornos.

**Travel Hours: \$125.00/\$187.50**

**(\$125.00)** Will be charged for travel time Monday-Friday and will be billed at regular time.

**(\$187.50)** If the customer requests the Technician to travel on a Weekend or Holiday travel will be billed as overtime.

**Expenses: Actual costs +10% Plus \$75.00 per day for Meals & Misc.**

Please note that Tornos does not supply copies of receipts for hotel, air fare, or car rentals unless requested in writing prior to billing.

**Mileage:** (If Applicable) \$.75 per mile.

**Technical Phone Support:** See page 1