



# NATIONAL WARRANTY SERVICES

warranties you can trust

abn: 86 675 940 843

## Service Agents Fee Schedule (Inc GST)

As at Mon 29 March 2010 E & OE v17

Job Fees are based on the current NWS Fee Schedule at time of issuing the Job. Please enquire if unsure of current Fees.

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These Fees are paid on the strict understanding that the Warranty Holder is NOT charged any additional fee for warranty service by the Service Agent, except in special circumstances, such as ferry fees, and with the prior knowledge & agreement of NWS.

NWS promptly pays the agreed Service Fee/s, usually within seven days, of receiving - 1. the completed Job Sheet & the signed Customer Agreement Form, 2. faulty parts (if applicable), and 3. an invoice for agreed fees. No Service Fees can be paid until these are received.

Resellers doing service work on their own systems supply replacement parts, if they have the parts, before any R/A, and, if still under Manu. warranty, later R/A faulty parts to their Distributor for replacement. Where NWS has supplied, or paid for, any replacement parts, any replacement RA parts are shipped to back to NWS for replacement stock. If faulty parts are not under Manu. warranty, the faulty parts are always returned to NWS.

### ON-SITE WARRANTY SERVICE FEES Jobs will be classified at completion of job based on fault & on work required.

PC-OS-SML	SMALL JOB Examples: PSU/FDD/Modem/PCI cards	\$88.00
PC-OS-STD	STANDARD JOB	\$99.00
PC-OS-LRG	LARGE JOB Examples: Motherboard/HDD	\$132.00

### RTB WARRANTY SERVICE FEES Jobs will be classified at completion of job based on fault & on work required.

PC-RTB-SML	SMALL JOB Examples: PSU/FDD/Modem/PCI cards	\$66.00
PC-RTB-STD	STANDARD JOB	\$77.00
PC-RTB-LRG	LARGE JOB Examples: Motherboard/HDD	\$99.00

### WARRANTY SERVICE FEES - ADDITIONAL LOADINGS (to Standard Fees above) **ADD ON**

ADD-4HR*	Week-day 4 Hour Response (per site) (8:00am - 6:00pm)	\$44.00
ADD-PRT**	Additional faulty parts in same system (per additional part)	\$44.00
ADD-SYS	Additional faulty systems on-site same site (per additional system)	\$66.00
ADD-SRV	Server job (per system)	\$55.00

\* Where the purchased warranty has a Four Hour Response and the Service Agent is on-site within four hours of NWS sending Job.

\*\* The largest fee that applies is classed as 1<sup>st</sup> faulty part or system. Loading applies to any additional faulty parts or systems.

### 'OUT OF HOURS' WARRANTY SERVICE FEES (not in addition to Fees above) **FEE**

WK-AH1	4 Hour Response Weekday Evening #1 (6:00pm - 12 midnight)	\$198.00
WK-AH2	4 Hour Response Weekday Evening #2 (12 midnight - 8:00am)	\$297.00
WE-DAY	4 Hour Response Weekend Day (8:00am - 6:00pm)	\$297.00
WE-AH1	4 Hour Response Weekend Evening #1 (6:00pm - 12 midnight)	\$396.00
WE-AH2	4 Hour Response Weekend Evening #2 (12 midnight - 8:00am)	\$495.00

### REPLACEMENT PARTS\*\*

PARTS	Parts supplied by Reseller and/or Service Agent	Cost+10%**
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\*\* Purchase invoice may be required

### NON-WARRANTY SERVICE FEES

NON-WARR	Quoted & agreed Fees of between \$55-\$121inc per hr, depending on expertise needed & total hours.
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If you had the NWS Customer Agreement Form signed by customer, NWS will pay you for any job if the customer refuses to.

**FAULTY PARTS RETURN:** ALL faulty parts where replacement parts were supplied, or paid for, by NWS must be returned to NWS. Use our free Reply Paid service that can be posted in normal AustPost red boxes or Post Offices.

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