



NATIONAL WARRANTY SERVICES

warranties you can trust

abn: 86 675 940 843

Service Agents Fee Schedule (Inc GST)

As at Mon 30 January 2012 E & OE v20

Job Fees are based on the NWS Fee Schedule attached or issued at time of sending the Job. Other Fee Schedules may be out of date.

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 has a written 'Ten Day Payment Guarantee' that states that we will pay you within ten business days of receiving your (correct) invoice, the completed Job Sheet, and any faulty parts that need to be returned. Service Fees cannot be paid until these are received.

Resellers doing service work on their own systems supply replacement parts if they have suitable 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, faulty parts, or, any replacement RA parts are shipped to back to NWS (at our cost using our free AustPost 'Reply Paid' service).

Please note that to assist the effective management of jobs, speed up job closure and payment, and to avoid the additional time & effort going through archived files, NWS will deduct a Administration fee of \$25ex for any job invoice received more than two months after job completion.

If you have the NWS Customer Job Agreement Form signed by Customer, NWS will pay you for any non-warranty job if the Customer refuses to.

ON-SITE WARRANTY SERVICE FEES Jobs will be classified at completion of job based on fault & on work <u>required</u> .		
PC-OS-SML	SMALL JOB Examples: PSU/FDD/Modem/PCI cards	\$77.00
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 <u>required</u> .		
PC-RTB-SML	SMALL JOB Examples: PSU/FDD/Modem/PCI cards	\$55.00
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)	\$55.00
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 <u>and</u> the Service Agent is on-site within four hours of NWS sending Job. ** The largest fee that applies is classed as 1 st faulty part or system. The loading applies to any additional faulty parts or systems.		
'OUT OF HOURS' WARRANTY SERVICE FEES (<u>not</u> 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%**
** Purchase invoice may be required		
NON-WARRANTY PC SERVICE FEES		
NON-WARR-PC	\$100ex for 1 st hour. \$20ex for each subsequent 15 min. Does not include additional travel fees, unless agreed.	

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

Free NWS Reply Paid Service ... RP 84403 NWS 6 Gomersall St Qd 4020.

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