

Shini USA Technical Services
 38241 Willoughby Parkway
 Willoughby, Ohio 44094
 Phone – 440-530-1000; Fax – 440-918-0707
Domestic Field Service Labor Rates
Terms & Conditions effective January 1, 2008

TECHNICAL RESOURCE SUPPORT	NORMAL HOURLY RATE	OVERTIME RATE	HOLIDAY SUNDAY RATE
Engineering Service	\$185.00	\$277.50	\$370.00
Service Technician	\$120.00	\$180.00	\$240.00
PLC Program Assistance	\$ 95.00	\$142.50	\$190.00

*Normal working hours are considered as 8:00 am to 4:30 pm with ½ hour for lunch

TRAVEL: Travel is billed at one half (1/2) of the prevailing hourly rate.

The Purchaser shall issue a hard copy of their purchase order to Shini USA for the services to be performed. Upon receipt of the above purchase order, a Service Representative will be assigned to carry out the order and a Service Confirmation will be issued.

In the event that the Purchaser is ordering “Start-Up” assistance, a “Start-Up” questionnaire will be furnished to the Purchasers representative, which must be completed and returned to the Shini USA Service Department prior to and as a condition of field service.

The Purchaser agrees to pay Shini USA for the time, expenses and materials required for each Service Representative to accomplish the work ordered by the Purchaser. Charges for time are made according to the above schedule or charges for each Service Representative. Materials are billed at Shini USA current prices.

Shini USA will not be liable for damages to the customer’s facility or losses of product, materials, damage to equipment or any consequential damages of any kind in execution of this service. By acceptance of service, the customer releases Shini USA from any/all claims arising as a result of said service.

In addition to the above, charges will be made for the actual cost of living expenses (meals and hotels) and travel expenses (car rental, mileage, air fare) at a cost plus a 10% administrative fee. If it is necessary to travel by Company or Personal vehicle, the rate is \$.065 per mile and \$0.95 per mile if a van or truck is required for service.

The minimum period of time charged for service is TWO (2) hours plus expenses.

Idle time, during which the Service Representative cannot perform his duties because of the Purchasers or their representative’ cause, request or requirement, shall be regarded as have been actually worked by him, even though his services have not, in fact, been used and will be billed according to the above Labor Rate Schedule.

Service billings are due and payable upon receipt of invoice.

Company Name: _____

Signed: _____
 Authorized Customer Representative & Title

Date: _____