

Residential Technical Services Group, Inc.

P.O. Box 28218

Richmond, VA 23228

804-562-5807 Office * 804-264-6661 Fax

Service Rates and Schedule Statement

Our rates are based on the current cost of operating our business, the time it takes to diagnose and repair any problem we may make and a fair profit so that we may stay in business and continue service to our customers now and into the future. You will always be able to find someone that will do it cheaper and may even find someone to do it faster. However we believe that we offer service to our customers at a fair price in a timely fashion. If you have any questions or concerns, please feel free to write us or call us at any time. If you are a **Contract Customer**, you have **Priority** in accordance with your level of service agreement.

Our current rates: (up to 75 miles from our office) Trip charges are **additional beyond 75 miles** from Richmond. We accept American Express, PayPal payments, Checks or Cash and all charges and fees are COD unless otherwise arranged in advance.

Trip and Diagnosis- \$126.00

Hourly rate of repairs are based on a **97.50 per hour** rate but most of every thing we do is **flat rated** that will reflect the average time it takes an average technician to make a repair after diagnosis. This will be the same price if we have the part on the truck or if we have to make a trip to get it or have to order it. If we have to order your part and another appointment is made at a latter date, the price does not change. Your repair will be quoted in advance and will require your verbal approval before make the repair. If a repair quoted is **more that \$500 dollars your written approval will be required** and in some instances a **deposit or prepayment will be required**.

The technician that makes you repair is paid on a performance based rate and not paid by the hour. He is responsible for making the correct diagnosis and final repair. If that diagnosis or repair is incorrect, he will with our support, make a second attempt to correct the problem at no additional cost to you. If a repair is made and subsequent call has to be made to make another repair or further repairs, an allowance for the 1st call will be made and in some instances a credit toward the subsequent repair will be offered. Again any charges for additional repairs will be quoted in advance of any work to be done in accordance with our policy as noted above.

Warranty on service repairs is limited to 30 days and covers our workmanship or the parts we may use. **There is no guarantee for any refrigerant leaks, water leaks, or high electric bills.**

Our hours of operation are from 800am to 500Pm daily Monday thru Friday. Warranty calls are made during these hours at no cost to our customers. After hour calls are made for our **Contract Customers** according the **Priority** terms of their contract. In most cases all calls can be performed within a 48 hour window of time.

This statement is subject to change without notice.