

### Additional Services Rate Card 2019/20

Service	Included	Charge
Service Callout charge	Including the first 30 minutes on-site	£ 99.00
Additional time	Charged per 15 minutes on-site	£ 30.00
Additional user training	Charged per hour (excluding Graphic arts and Production)	£120.00
Additional Network Install (on-site)	Re-arranged or additional users (includes scan to email)	£120.00 per hour
Additional Network Install (off-site)	Re-arranged or additional users (includes scan to email)	£ 60.00 per hour
Graphic arts and production user training	Charged per half day	£350.00
Parts	Users will be advised what parts are required	TBC
User damage	Callout charge above plus cost of parts	Cost of replacement part TBC
Pre-contract inspection	Service take over	On request
Delivery Site Survey	National	£150.00 per location
Device Relocation	National (multiple relocation available on request)	£300.00 per device (Guide price)
Device Collection	End of contract	£300.00 per device (Guide price)
Out of hours delivery and installation	A3 MFD Only. Prices for A4 devices on request and multiple installations	£400.00 per device
Aborted delivery	Aborted due to client request within 48 hours of scheduled date	£300.00 per device plus disbursements
Next day consumable delivery	National	£ 30.00 per item
Toner recycling programme	Eco-box and bags	£ 35.00 per unit
Professional services	Software and solutions install	£960.00 per day plus disbursements
Storage charges	Charged per device	£ 10.00 per week
Hard Drive Erase	Certificate of service and audit trail	£ 50.00 per device
Hard Drive Destruction	Shredded includes certificate or video proof	On request
On-site Hard Drive Destruction	Shredded on site and supervised by own staff member	On request
WEEE Recycling certification	Full audit trail	Free of charge