



293 Kalihi Street Honolulu, Hawaii 96819-3938  
Phone (808) 848-7600 Fax (808) 848-7605

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## Service Rates & Policies Effective 1/1/2013

### **Labor Rates – Service Calls and Shop Work:**

Straight Time 0800 – 1700 Monday through Friday **\$150.00 per hour**

Overtime: 1700 – 0800 Monday through Friday,  
Saturday, Sunday and Holidays (all day) **\$200.00 per hour**

Overtime Call Out Charge – 4 hour minimum **(\$800.00)**

Service Call Minimum Charge – 1 hour minimum **(\$150.00)**

Shop Minimum Charge – 1 hour **(\$150.00)**

**The above rates apply to time onboard, travel & shop work.**

### **Travel & Expenses:**

Travel time billed at labor rates.

Labor charges begin when technician departs shop and ends upon return to shop.

Local travel expense charge of **\$2.00 per mile** applies.

Off Island Travel: All expenses will be billed at **cost plus 10%** – Airfare, Lodging, Meals, Taxis, etc.

Shipping: Billed at Published Rates

### **Special Order Parts:**

All sales final, price of parts, customer pays all freight, payment must be made at time of order.

### **Payment Terms:**

New customers and customers who have not established credit will be placed on COD terms. You must pay your bill immediately upon completion of work or delivery of equipment. In some cases, prepayment may be required.

Established customers on open credit accounts will be placed terms of Net 30 days. An interest charge of 1.5% per month will be assessed on overdue accounts. If your account is overdue you may be placed on COD Terms.

### **Special Service Fees:**

SOLAS Radio Safety Inspection Fee

**\$ 500.00**

VDR / SVDR Inspection Fee

**\$1,000.00**

**(Note: These fees are additional to the labor required)**

### **Contact:**

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