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## **PRICE LIST AND TERMS OF PAYMENT AS OF 01/05/2017**

### **EQUIPMENT SERVICED / REPAIRED**

Engraving machines– including Gravograph, Suregrave, U-Marq, Roland, Newing Hall  
Ancillary equipment – monitors, IDS systems, power supply units etc

### **WORKSHOP SERVICE / REPAIR**

Machines and / or parts can be shipped in or brought to us

**£50.00 per hour + VAT** - minimum 1 hour

All test and report items will be charged for.

If requested we will gain permission before repairs over £70 are carried out.

### **TELEPHONE SUPPORT / SKYPE etc**

**This has been a free service for nearly 30 years but unfortunately due to some people abusing this, we now reserve the right to charge.**

**Please see details below:**

First 10 minutes free to determine customer name, type of machine, nature of fault and initial diagnosis (sometimes this is enough time), thereafter:

**£50.00 per hour + VAT** or part thereof – minimum charge 0.25hrs

Where the issue requires the customer to try things out and report back all this time will be added together and NOT taken as separate telephone calls

**ON SITE REPAIRS / BREAKDOWNS - these days this is subject to area, please phone to discuss.**

**On site service we are happy to recommend other engineers if they are closer to you.**

### **TRAINING IN USE OF MACHINES / SOFTWARE / ENGRAVING**

**R & D WORK UNDERTAKEN**

**PLEASE PHONE TO DISCUSS**

VAT invoice sent on completion of work. (Monthly intervals for R & D work)

Discrepancies within 7 days.

**Payment within 30 days to MICROWHITE at the above address.**