

# DISCLAIMER

## TESTNTEL

### COST ESTIMATES

1. TESTntel does not provide quotes but only cost estimates. The costs indicated in your cost estimate are based on the information known at the time it was prepared and is subject to change; anything additional that is not listed will be charged accordingly.

Due to the nature of the assets (movable), we can only provide an estimate of the costs based on the list of assets due showing in our system and not a "QUOTE" unless a specific list to be tested has been provided by the contact person.

Prices per unit are valid only until the date specified in the cost estimate provided. Once the "valid until date" has passed, you need to contact us for current pricing. Prices are subject to change without notice past this date.

2. We charge per tag however if the job is slow (too much waiting time between testing the charging will revert to hourly rates according to the level of the technicians. This will be calculated using our TESTntel software which registers all details such as time onsite & GPS validation.

3. Any request for second visit or another visit for items missed for reasons and the likes listed below will be charged another travel to site fee and charged per unit rate accordingly. If that job total cost is less than our minimum cost requirement, the minimum cost of \$120+GST will apply. This is purely due to cost recovery (technician's travel to site, equipment setup, petrol, admin time, etc).

- Items not present during the date of appointment because a staff was absent on the day;
- Items not tested because they were not visible to the technician and they were not made aware of by the main contact (extra/spare items store in some cabinet);
- Items that failed the first visit which was repaired or replaced and requiring a tag;

### PARKING FEE

Please note that if parking is not available for contractors or if there are no free parking available, we will park at the nearest parking and will be charged in the invoice.

### REPORTS

- Standard Reports: 1 Standard Report (PDF) sent to up to 2 email addresses for the current year is free of charge.
- Customised Reports: For customised reports an administrative fee will be charged and it will be discussed accordingly on a case by case.

### CANCELLATION POLICY

- If for whatever reason the customer is unable to keep the arranged appointment date or have to reschedule, please notify us before 2pm of the day prior to the day of appointment to avoid cancellation charges.
- TESTntel reserves the right to charge a Cancellation Fee of \$85.00+GST per technician (day shift).
- After hours cancellation fee: TESTntel reserves the right for night jobs cancelled within 24 hours of start time to charge \$300.00+GST per Technician assigned. This cancellation charge is assigned due to the loss of unrecoverable working hours.

Thank you for taking the time to read our disclaimer.

TESTntel Team