

Yellowmetal.com.au

Formally known as Diamond Powder Coaters
Unit 3/ 51 Division Street
WELSHPOOL WA 6106

Phone: +61 (08) 9258 4355
Fax: +61 (08) 9258 4366
A.B.N : 18 682 202 702

Accounts Email: accounts@yellowmetal.com.au



Service Call Out Rates

yellowmetal.com.au is the Company of which Ramguard associated products and services are supplied and serviced.

Call Out Service Commitment

We commit to provide quality workmanship in a timely manner, with minimal disruption and, where practical, without the need to re-attend.

Our Request To You

In order to assist with reduction in call-out costs, please provide unimpeded access, all necessary keys, site contact details, accurate information and your attendance at the bollard location. Labour and travel costs are greatly reduced when all of the above are provided by the customer.

Ramguard Bollards Call-Out Fees & Definitions

A Service Call-Out is at the request of a Company and / or person, for the purposes of a Ramguard appointed Technician to attend a site for the repair or servicing of a Ramguard supplied product or similar products supplied by others. A Service Call-Out is by appointment only and at your request.

Standard Call-Outs are by scheduled appointment during normal business hours, at our convenience and a mutually agreed time.

The Standard Call-Out fee is \$145.00 (ex GST) and includes 30 minutes of travel time from our Welshpool Facility, the initial inspection and the first 10 minutes of labour. Thereafter, travel time and labour is charged at \$75.00 (ex GST) per 30 minute block.

Urgent Call-Outs, will be our earliest convenient time (usually within 12 hours, but not exceeding 24 hours of the initial contact) and at a mutually agreed time.

The Urgent Call-Out fee is \$290.00 (ex GST) and includes the initial inspection. In addition, travel time and labour is charged at \$75.00 (ex GST) per 30 minute block from our Welshpool Facility.

The Service Call-Out fee will only be charged for the initial visit. If the fault is unable to be rectified at the initial visit, further visits will be by agreement and associated costs will be estimated in advance.

All of our Technicians carry a supply of parts, but on occasions further parts may be required and we will advise this as soon as practical.

Parts and consumables are not included. These will be billed in addition to the labour charge and will be based on parts supplied and / or installed in order to perform the work covered under the Service Call-Out. All parts are supplied with a 12 month warranty on their repair or replacement if found to be faulty due to a manufacturing or installation fault.

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Ramguard Bollards Terms & Conditions

All appointments are confirmed at the time of booking. Upon confirmation of your booking, you are agreeing to Ramguard Terms & Conditions and should therefore be aware that you have entered into a binding contract, whether verbal or written.

Once we attend onsite, the agreed Service Call charge will therefore be incurred. Any broken appointment will still incur the call out charge unless the Ramguard office has been sufficiently notified, in advance of our technician attending

Payment terms for all service call out associated invoices will be 7 days Net, unless otherwise agreed in advance. All payments must state the invoice number as the reference and payment is to be made to **yellowmetal.com.au** Pty Ltd (ABN 18 682 202 702), which is the operating company under which Ramguard products are supplied and serviced.

Site/Call out Details

Site Contact Name :

Mobile :

Email :

Site Company Name :

Site Company Address :

In brief, please describe the type of fault/defect and the item location onsite:

Fault/Defect:

Location:

Company Billing Details

Company Name :

Phone :

Company Address :

Fax :

ABN :

Accounts Contact :

Accounts Email:

I / We _____ (print name), being an authorised officer of _____ (Company name) declare that I / We have received a copy of the Ramguard Call-Out fees, terms and conditions, and have read and fully understood these fees, terms and conditions and agree to these fees, terms and conditions,

_____ **Signature** _____ **Date**