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**\*Charges For Customers Without a Maintenance Plan\***

**Service Call Credit Card Authorization**

<b>Name:</b>		<b>Date:</b>	
<b>Phone:</b>		<b>Email:</b>	

<b>Service Address:</b>	
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**Diagnostics fee:**

Our fee for service call diagnostics is **\$125** + tax up to a half hour. Most service issues on most equipment can be diagnosed within the first half hour. Customers without an active Maintenance Plan are required to pay for this charge before the technician is dispatched. Should further diagnostics be required to correctly determine the source of the problem those fees will be charged to the same credit card at a rate of **\$62.50**+ tax for each service tech; per additional half hour. Should the technician be able to make the repair without additional parts within the first half hour (such as a minor adjustment) there will be NO additional fees incurred beyond the diagnostics.

\*Customer waives diagnostics after 30 minutes from arrival if diagnostics are not started.

**Flat Rate Pricing:**

If additional parts and or time beyond diagnostics are needed we will give you a flat rate price for the repair. If you should decide to make the suggested flat rate repairs, the charges explained to you will be charged to the same credit card. The flat rate price will include parts and labor but is separate from the diagnostics fee already charged. A Pre-Payment in full for the quoted flat rate pricing is required prior to services.

<b>Flat Rate Repair Description:</b>	
<b>Flat Rate Cost:</b>	

**Cancellation Policy:**

\*There will be a cancellation fee for any services which is cancelled after materials have be ordered and received. Customers are responsible to pay up to 30% including any restock fees, and shipping fees.

\*There will be a cancellation fee of up to 30% of service due to lack of confirmation of appointment on the day of service. Two attempts to contact customer will be made.



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**Warranty Parts:**

Should the faulty parts be covered under the Manufacturer's Warranty it will be the CUSTOMERS responsibility to:

- \*Pay for the necessary parts until warranty credit is approved by the manufacturer
- \*Send all faulty parts back to the manufacturer for warranty processing
- \*Monitor status of parts waiting for warranty credit with manufacturer or rep

**Please Note:**

- \*ALL above terms and conditions pertain to customers without Maintenance Plans with Rescomm PHC Inc.
- \*Equipment that has not been regularly serviced and maintained could have many pre-existing issues in addition to the primary problem at hand.
- \*We highly recommend customers refer to the Owner's Manual to see what service has been missed on their equipment.
- \*It is the customer's responsibility to pay any attorney fees accrued for recovery of non-payment.

**Billing Info:** (We ONLY accept Visa, MasterCard & Discover!)

**All billing for services rendered will be applied on that day by 5pm. Any work after 5pm will be billed the next business day.**

<b>Billing Address:</b>	
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<b>Card #</b>	
<b>Exp: MM/YY</b>	
<b>CVV#</b>	

By signing below, I acknowledge that I understand and agree to the above terms and conditions and authorize Rescomm PHC Inc. to charge my card in accordance to these terms and conditions.

<b>Signature:</b>	
<b>Date:</b>	