



Customer Troubleshooting Fees Agreement

This agreement is between the Zeo Group (including sub divisions) and the customer for troubleshooting services only. The troubleshooting fee is \$80.00/hr. regardless how much of the first hour is used to determine a problem. This fee covers **onsite diagnostic services only**. An additional \$80.00/hr. will be added when the technician enters 15 minutes of the next hour and so on.

This fee does not include parts, travel time or the labor to install parts if a repair is needed. Sending equipment offsite for a repair will be charged additionally above the \$80.00/hr. initial troubleshooting fee. These additional charges will be determined on a case by case basis. If equipment needs to be sent offsite for repair, shipping, labor and re-installment an estimate will be given to the client ahead of time so that a decision can be made as to whether the equipment is worth repairing.

The customer has the right to decline a repair estimate. However, the customer is still responsible for the initial troubleshooting fee. Additional fees including shipping and labor charges to diagnose the problem may apply regardless if the equipment has been repaired.

Customer Signature

Date