

1. All repairs **must** be approved by a Wensco Service Technician. All rates apply to out of warranty equipment.
2. A Wensco Service Technician will attempt to help you diagnose and solve the problem by phone. If it is determined that on-site service is required, the following rates will apply:

Customer will be billed for any part used to repair equipment.

Customer will be billed at the current hourly rate (minimum 1 hour), plus mileage and travel time. (Travel time and mileage are calculated from the nearest branch using Mapquest.com.)

Current Hourly Rate: \$150.00/hour (minimum 1 hour)

Mileage \$0.60/mile (mileage calculated from the nearest branch)

Travel Time: \$75.00/hour (from the nearest branch)

Prices are subject to change without notice.

3. If you prefer to send us your equipment for repair, it can be sent to the Wensco Grand Rapids Tech Department, 5760 Safety Dr. NE, Belmont, MI 49306. A Wensco Service Technician will authorize shipping of the equipment to us, and the following rates will apply:

Customer will be billed for any part used to repair equipment.

Current Hourly Rate: \$120.00/hr (minimum 1 hour)

Prices are subject to change without notice.

4. If you choose to repair your own out of warranty machine, be aware that parts purchased *do not carry a warranty, may not be returned, and are non-refundable* even if the part does not fix the problem. Also, you are responsible for repairing any damage to your equipment related to the repair.
5. *We strongly recommend letting a Wensco Technician repair your machine. Remember: Tech Support online or over the phone is always free.*