

## **Pilsen Customer Support Rates**

Please accept this Service Work rate chart as a guideline for contracting Service Work through Pilsen Imports, Inc.

We thank you for considering our trained personnel for your Service Work.

- **Hourly Support Rates**

\$ 135 per hour – up to 8 hours per day (Prime Hours)

\$ 175 per hour -over 8 hours per day and Saturday (O.T. Hours)

\$ 275 per hour – Holiday service and Sunday (Holiday Hours)

\$ 105 per hour - travel time (Traveled Hours)

\$ 150 per hour- special request travel hours

**Please note that hourly rate INCLUDES the cost of meals.**

- **Travel, Car Rental and Lodging**

Air travel, Rental vehicle, & Hotels will be billed at actual cost incurred.  
Airport parking, Highway tolls will be billed at actual cost incurred.

- **Mileage**

Company car mileage will be billed at 75 cents per mile.  
Mileage distance will be determined as door to door to/from customer site.

- **Special Rates**

Support from the factory TOSHULIN Technicians will be quoted on a specific project basis.

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A Purchase Order will be requested before any Service Work is performed.

Please contact our office at 513-271-3380 ext.114 and ask for Customer Service Support.