

## Retainer Service Rates for Pigler Automation, LLC

Thank you very much for your interest in services provided by Pigler Automation, LLC. The following hourly rates may apply to your project:

Service	Use of Retainer Hours
Consultation and Engineering at site, remote support, Regular Hours	Actual Time
Consultation and Engineering at site, remote support, Overtime and Saturdays*	1 hour actual time = 1.50 retainer hours used
Consultation and Engineering at site, remote support, Sundays and Holidays*	1 hour actual time = 2 retainer hours used
<b>*While every effort is made to support your needs, staff availability outside of regular business hours, is not guaranteed.</b>	

### Regular Hours, Overtime Hours and Holidays are defined as follows:

Regular Hours: Support or travel between 7am and 7pm local time Monday thru Friday (Holidays excluded).

Overtime Hours: Support or travel between 7pm and 7am local time Monday thru Friday as well as any and all hours on Saturdays.

Sundays and Holidays: Support or travel on Sunday or any U.S. Legal Holiday.

#### Notice

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**Travel cost and arrangements:**

Mileage will be billed at the Standard Mileage Rate as posted by the IRS.

All other travel expenses will be billed at actual cost plus a 10% handling fee.

For air travel the following policies apply:

Domestic air travel: Economy Class

International air travel: Business Class

Pigler Automation will gladly help you save travel cost by participating in your preferred travel provider programs where applicable.

**Billing:**

Payment for Retainer Service Hours is due upon receipt of invoice and payment is required prior to services being rendered.

For our Terms and Conditions of Sale which apply to all services please visit:

[http://www.piglerautomation.com/pdf\\_files/General\\_Terms\\_and\\_Conditions\\_of\\_Sale.pdf](http://www.piglerautomation.com/pdf_files/General_Terms_and_Conditions_of_Sale.pdf)

Thank you for considering Pigler Automation, LLC. We are looking forward to providing our services to you.

Sincerely,

*Karen Pigler*

Chief Executive Officer

Pigler Automation, LLC

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Pigler Automation, LLC is a Women's Business Enterprise, registered in Colorado, Wyoming and Utah.