



Accurate Machine Services

182 Maple Drive
Cresco, PA 18326
570-872-4969

Accurate Machine Services Service Policy

Accurate Machine Services wants to service its customers in the most expedient manner and to make sure that your MULTILINE equipment retains its peak performance in the production environment.

All problems will initially be handled over the telephone for troubleshooting and recommending repair procedures and parts. All efforts will be made to correct the problem over the telephone for several reasons.

1. It is the most efficient means of helping the customer immediately.
2. Most common problems can easily be resolved over the telephone.
3. All information pertaining to a problem needs to be obtained from the customer initially to aid in the troubleshooting process.
4. This helps to avoid unnecessary travel and wasted time on problems that can be resolved at our facility.
5. There may be a Service fee for in depth troubleshooting.

If a service call is necessary to correct a problem at a customer's facility, then arrangements will be made. After the expiration of a service contract, the cost for an Accurate Machine service engineer is as follows:

- \$950.00 per 8-hour day or any part thereof, inclusive of any travel time. (8:30AM to 5:00PM)
- \$1,475.00 per 8-hour day on Saturday.
- \$1,800.00 per 8-hour day on Sunday.
- Any travel expenses incurred- (Airfare, Hotel, Meals, Auto rental etc.)
- \$150.00 hourly charge for overtime. (upon customer's approval)
- Plus, any cost for parts

Every effort will be made to coordinate service calls geographically to help reduce the cost of expenses. The customer is welcome to contact the Technical Services Department for problem solving and advice. Monday through Thursday 8:30AM to 5:00PM and Friday 8:30 AM to 4:30PM (EST).

EFFECTIVE 12/18/2012