



FIELD SERVICE FEE SCHEDULE – USA

Effective February 1, 2013, the Olympus Field Service team will service Olympus equipment under the current rates detailed below.

Standard Weekday Rate

Monday-Friday 6 am-7 pm

Labor Rate \$250/hour

Travel Rate \$250/hour

After Hours Rate

Monday-Friday 7 pm-6 am (excluding Friday evening)

Labor Rate \$350/hour

Travel Rate \$350/hour

Holiday and Weekend Rate

Friday 7 pm through Monday 6 am

Labor Rate \$400/hour

Travel Rate \$400/hour

Remote Support Rate

Labor Rate \$150/hour

Travel Time

Total travel time is calculated as round trip office-to-customer hours. Travel time billed will not exceed 5 hours per day.

Expenses

If air travel and overnight stay is required, expenses incurred are detailed below.

Travel time will also be applied and will not exceed 5 hours per day.

Taxi or Car Rental Actual Cost

Airfare Actual Cost

Lodging Actual Cost

Parts and Materials

Parts and materials are at list price.

Training

Training is quoted at point of sale as a part of new equipment orders. If additional training is requested and not in the original quote, the labor rates detailed above apply.

Invoices will be mailed following the completion of service. Unless otherwise agreed upon, invoices are due and payable upon receipt; net 30 days.