

## RV Tech Repair Terms & Conditions



### Fees and Charges

#### **Service call Fee:** - \$186.95

This fee helps to cover technician costs and ensures fair compensation for expertise, time and travel, in addition it helps to offset equipment investments, and also allows for convenient on-site service and guarantees quality assistance from a skilled professional. This fee is only charged on the first trip per issue. Meaning if we have to come back another day to install a part for this same issue you will not be charged another service call fee for this issue. It includes 15 mins to either diagnose and issue, Install, repair or gather info for a quote or estimate.

#### **Trip Fee:** - No Charge for the first 25 miles then 2.00 per mile.

This is a one-way trip charge; you are not charged both ways. But will be charged a trip charge each return visit. Our Trucks get very low gas mileage, and this fee is to help offset the rising cost of fuel and maintenance on our trucks.

Effective Jan. 1, 2025, a non-refundable

**Convenience Fee:** -CCSURCHG a processing fee of 3.5% will be added to debit and credit card transactions.

In order to continue to allow for convenient payment options and maintain financial sustainability for the business we have implemented a 3.5% Convenience fee to help cover transaction costs associated with processing these transactions.

#### **Labor Rate:** - \$150.00 per hour - 1 Tech

\$300.00 per hour – 2 Tech

Hourly rates begin 15mins after arriving with an Min charge of 1 hour. In some cases, a diagnosis, repair or estimate cannot be completed in the first 15 Mins. In which case you will be charged hourly. Some of our repairs are flat rated and will not be charged hourly but a flat rate.

**Flat Rate:** - Some repairs have a flat rate to repair, meaning you will not be charged hourly but one set flat rate price for the repair.

**Late Fee:** Please be advised that payment is due upon receipt of an invoice. We allow an additional 15days grace period before a 5% late fee is assessed for nonpayment. If the invoice is not paid within 30days, an additional 5% monthly interest fee will be added.”

**Payment Policy:** - Payment is due at the time of service and is calculated at the end of each day’s current services. See additional late fees and convenience fees under Fees and Charges.

**Parts Policy:** - All parts and shipping expenses need to be pre-paid in full, prior to us ordering the part or parts. There are no refunds on parts once the order has been placed. If for some reason the customer no longer wants the part or has cancelled the job after the part or parts has been ordered. Returning these parts to the vendor will include restocking fees, return shipping or freight fees and processing fees which will be deducted and your refund will be what is remaining.

### **Warranty & Insurance Policy: Your Responsibilities and Our Support**

We strive to make your repair process seamless. While we directly work with **Keystone**, it is important to understand how warranty and insurance claims work with our mobile service.

#### **1. Your Responsibility for Payment**

Regardless of insurance or warranty coverage, the RV owner is directly responsible for payment for services rendered, unless pre-authorized by a provider we work with directly. If your provider reimburses you, we will provide the necessary documentation to facilitate that process.

#### **2. Initiating a Claim**

Before we begin, you must initiate a claim with your warranty/insurance provider to obtain a claim number and instructions.

#### **3. Mobile Service vs. Dealerships**

Warranty companies often prefer you use a service center, which can result in long wait times. **Mobile RVTech.Repair** offers the convenience of on-site service. However, please be aware that insurers often do not cover:

- Service calls and trip charges

- Diagnostic fees
- Disposal fees and taxes
- Full labor rates (they often pay a lower, negotiated rate)

#### **4. Our Support**

We understand that navigating claims can be frustrating. We are committed to supporting you by providing detailed documentation, photos, and diagnostics to help you maximize your reimbursement.

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**Services:** The RV Repair Service Provider agrees to provide repair and maintenance services to the Client's RV as agreed upon. The specific services to be provided will be detailed in a separate work order provided by the RV Repair Service Provider.

**Payment:** The Client agrees to pay the RV Repair Service Provider for the services provided in accordance with the prices and terms outlined in the work order.

**Warranty:** The RV Repair Service Provider warrants that all services provided will be performed in a professional manner and in accordance with industry standards. The RV Repair Service Provider also warrants that all parts and materials used in the repair and maintenance of the Client's RV will be of good quality and free from defects. Any issues arising from the services provided by the RV Repair Service Provider will be addressed promptly.

**Liability:** RVTECH.REPAIR INC. shall not be liable for any damage or loss resulting from the use or operation of the Client's RV. The RV Repair Service Provider shall not be liable for any damage caused by the negligence or misuse of the RV, any components or parts. by the Client.

**Termination:** Either party may terminate this Agreement with a written notice of termination. In the event of termination, the Client shall pay for all services provided up to the date of termination.

**Miscellaneous:** This Agreement constitutes the entire agreement between the parties with respect to the services provided by the RV Repair Service Provider. This Agreement may not be modified or amended except in writing signed by both parties.