



# MEAU Field Service Terms and Hourly Service Rates for US

Rate Description	Price*
Standard Hourly Rate	\$175.00/hour plus
Overtime (Weekdays)	\$263.00/hour plus
Saturday, Sunday, and Holidays	\$350.00/hour plus

\*Note: There is a \$700.00 minimum on standard service calls which can include any combination of travel and labor. For Saturday, Sunday, and Holidays the minimum is \$1,400.00. If paying by Credit Card or COD, this amount will be charged by the service technician at time of arrival; final payment is due when service is complete.

### Weekday Service Rates

1. Standard hourly rate 8am to 5pm Monday through Friday, where service is completed.
2. After 8 hours (including travel) hourly rate is **\$263.00/hour**.

### Parts Fee

1. Any parts not covered under a Mitsubishi warranty or service contract will be billed in addition to the service/travel rates at the current MEAU price.

### Taxes

1. Customer is responsible for payment of all applicable sales, use and other taxes. The amount of any such taxes may be added to each invoice or separately invoiced to Customer.

### Travel fees

1. All travel is billed at **\$120.00/hour** plus airfare (if applicable).
2. Hotel flat rate charge of **\$135.00** per night.
3. Meal flat rate charge of **\$50.00** per day when labor & travel amounts to 6 hours or more, or an overnight stay is required.
4. Rental car fee of **\$70.00** per day.

### Billing

1. The initial fee, if stated, is understood to be an estimate. Final charges for labor, travel, fees and parts will be determined once full services have been completed.

### Payment

1. **Payment in full is due upon completion of service call.**
2. **Customer is responsible for all costs and expenses incurred by MEAU, including attorneys' fees and costs, in collecting unpaid invoices.**
3. **Credit card payments require CC information prior to scheduling service. Please call (847)478-2566 to setup your information. A credit card surcharge of 2% will be added to the total invoice value for credit card payments where permissible by law.**

### Terms and Conditions.

*This agreement is subject to Mitsubishi Electric Automation, Inc. (MEAU) standard terms and conditions of service which are located on our website at <https://us.mitsubishielectric.com/fa/en> (Legal Notices). By signing this form, you acknowledge that you have read and understand this agreement, including the terms and conditions of service, and you agree to be bound by them.*

**Please sign and fax this form along with a separate copy of your P.O. to:  
(847) 876-6682, or e-mail them to [servicepo@meau.com](mailto:servicepo@meau.com)**

\_\_\_\_\_  
Company

\_\_\_\_\_  
City, State

Tax exempt?  Yes  No

\*if yes please include form

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
PO Number

\_\_\_\_\_  
Case Number

CC terms?  Yes  No

If paying by Credit Card please call (847)478-2566 prior to scheduling.

2% surcharge as stated above for CC payments

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date