



# FIELD SERVICE RATES

EFFECTIVE JULY 1, 2021

**\$120/HOUR**

**SERVICE TECH LABOR RATE**

Standard machine repairs and service.  
(Minimum 4 hours)

**WEEKDAYS**  
**8 HOURS**  
(6am-6pm)

**\$145/HOUR**

**LASER CALIBRATION & ENGINEERING**

Laser equipment charge \$145 per day.  
(Minimum 4 hours)

**\$95/HOUR**

**TRAVEL RATE**

Travel over 75 miles radius is at \$0.65 per mile.

**\$180/HOUR**

**OVERTIME TECH LABOR RATE**

Laser Calibration Engineering is \$180/hour.  
(Minimum 4 hours)

**OVERTIME**  
**OVER 8 HOURS**  
**OR SATURDAYS**  
(6am-6pm)

**\$120/HOUR**

**TRAVEL RATE**

Travel over 75 mile radius is at \$0.75 per mile.

**GLOBAL HEADQUARTERS & SERVICE CENTER**

**6164 ALL WORLD WAY | ROSCOE, IL 61073**

815-943-9111 | [ALLWORLDMACHINERY.COM](http://ALLWORLDMACHINERY.COM) | [SERVICE@ALLWORLDMACHINERY.COM](mailto:SERVICE@ALLWORLDMACHINERY.COM)

# MACHINE PARTS PURCHASE GUIDELINES

- No minimum requirements on parts orders.
- Warranty on non-Daikin Hydraulic Products: Liability is limited to replacement or credit of parts purchased and found to be defective in workmanship or materials by the supplier or manufacturer of those parts within 6 months of date of purchase.
- Warranty on Daikin Hydraulic Products: Liability is limited to replacement or credit of parts purchased and found to be defective in workmanship or materials by the supplier or manufacturer of those parts within 12 months of date of purchase, or 18 months from date of sale.
- Returns: Please call for a Return Good Authorization number (RGA) prior to making a return shipment. A copy of the original invoice, stating the reason for the return, must accompany all returns, 20% restocking fee will be charged.
- Claims: Claims of shortages must be made within 10 days of receipt. Shipping damage claims must be filled with the transportation company.
- Back Orders: Unless notified by All World Machinery Supply, Inc. all backorders will be processed in accordance with the terms and conditions of the original order.

## FIELD SERVICE CONDITIONS & PROVISIONS

Per diem lodging and meal allowances (in excess of 60 miles from the All World office) that require an overnight stay are charged at \$189.00 per day. If area hotels are in excess of \$125.00 per night, the hotel charges will be billed at the actual cost with provided receipt.

Travel expenses, which in addition to standard lodging and meal allowances, will be invoiced at actual costs. These expenses include, but are not limited to: airfare, rental car, taxi, limousine, public transportation, parking, tolls, and rental gas.

All parts required will be subject to applicable sales tax unless a valid tax exemption certificate is supplied. Returned parts are subject to restocking fees. Parts, special equipment, or tools required for a project will be shipped to the customer's facility and invoiced accordingly with service billing.

Service scheduling will not be completed unless a valid purchase order has been received. All additional service questions and inquiries can be directed towards the All World Service Center staff, contact information provided.

# IN-HOUSE REPAIR CONDITIONS & PROVISIONS

All shipping and handling costs are responsibility of the customer and will be invoiced with the repair bill.

An initial inspection will be completed within one week of receipt of the unit and the repair will be quoted and submitted for approval via email or fax. Units sent in for repair will be subject to a \$300 (\$500 for combo unit) inspection fee. This fee becomes due 10 days from the date of inspection if no decision has been made to repair or replace the unit. If the decision is made to repair (or replace) your defective unit the inspection fee will be waived. No inspection fee to be charged if you have purchased a new replacement unit from AWM, but damaged unit needs to be sent in to AWM within 6 months of new unit ship date.

The customer will be responsible for any unit that is not repaired. Daily storage fees may apply. All unclaimed units will be scrapped after 90 days.

All repaired units receive an inspection checklist for operation certification. Service charges will include any recovery and disposal fees that might be incurred as a result of a repair.

If the cost of the repairs exceed the cost of the replacement unit, All World will suggest a replacement unit suitable for your operational needs.



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