

IRON HILL AV SERVICES FEES

Pricing Disclosure - Effective November 14th 2022 (Prior Version from 10/10/21)

This is a supplement to our Universal Service Agreement, this document outlines the current fees and pricing schedules for our services (known as Labor), this shall be considered our most current and published pricing.

PAYMENT FOR SERVICES NOTICE: Payment is Due at Time of Service or Scheduling as requested We currently accept Credit Card / Bank Card / Checks as standard. Via our payment portal you may have the option of other digital online payment methods, this may change without notice.

EVALUATIONS, DESIGNS, ESTIMATES - We require an evaluation to be completed before an estimate can be prepared. For more complex, multi-area, or whole-home projects an in person evaluation, and also a detailed design plan, may need to be completed by our engineers before an Estimate can be provided to you, fees are as noted below

- Phone Evaluation & Consultation - Free (Limited time)
- On-Site Evaluation w/ Design / Estimate - Starting at \$99

*One-Time initial fee per project is due at scheduling of Evaluation visit, fee is determined based on scope of project. A max of \$99 will be applied as a credit on the associated Estimate. These Fees are non-refundable for any reason, and are forfeited if any scheduled visit is missed without contacting us prior to the scheduled visit time. Evaluations are valid for 60 days assuming no major changes to scope or design, Estimates are only valid for 15 days.. Estimate changes are free, however fees apply for additional visits or complete re-designs.

SERVICE & SUPPORT - When requesting support assume that all services rendered are billable unless otherwise noted in the scope of work submitted by us at time of scheduling. If you have a Support Plan please see plan details for applicable pricing.

Regular Service Pricing

- On-Site Services - \$99 Minimum (Includes Arrival + 30 minutes of on-site service)
- On-Site Services Additional Time - \$120 /hr (after minimum fee)
Additional on-site technicians required are billed at an additional \$60/hr per man
- Remote Services - \$79 Minimum (Includes diagnosis & service up to 30 minutes)
- Remote Services Additional Time - \$99 /hr (after minimum fee)

After-Hours Service Pricing

- After-hours/ Holiday (Outside of our standard hours Monday-Friday 9:30a-5p)
Services are billed at 1.5 times standard pricing / Holiday hours billed at 2.5 times standard pricing.

*Rates are based on the requested start-time of the job, fees will be adjusted automatically if a portion The minimum service time increment is 30 minutes, times will be rounded up for any overage. Service pricing does not include any parts.

TV INSTALLATION PREFIX PRICING (Per TV)

We use a prefix pricing for most TV only installs - Ask associates for details about which Scope best fits your needs and a complete breakdown of what is included with each service. Parts or additional time needed is billed additionally at our standard rates.

| SCOPE / EXTRAS | BASE Price (CODE) | Add Soundbar | Hide Power or Install Outlet | TV's Over 70" or 50lbs | Special Wall Finish, Metal Stud, or Outdoor | Specialty Mount (mantel/motored) | Connect Additional Device (Per device) |
|--|-------------------|--------------|------------------------------|------------------------|---|----------------------------------|--|
| TV On Stand Only w/ Standard Setup | \$149 (0.9) | N/A | N/A | +\$39 | N/A | N/A | \$99 (incl soundbars) |
| Wall Mount w/Standard Setup (no wire hide) | \$179 (1.4) | +\$129 | N/A | +\$39 | +\$65 | +\$99.00 | N/A |
| Wall Mount w/Standard Setup (wiremold) | \$199 (1.6) | +\$129 | +\$49 (cord) | +\$39 | +\$65 | +\$99.00 | \$99 |
| Wall Mount w/Standard setup /wire hiding | \$289 (2.1) | +\$129 | +\$99 (outlet kit) | +\$39 | +\$65 | +\$99.00 | \$99 |
| Wall Mount w/Advanced setup/wire hiding | \$339 (2.5) | +\$129 | +\$99 (outlet kit) | +\$39 | +\$65 | +\$99.00 | \$99 |
| Wall Mount w/Premium Setup /wire hiding | \$449 (3.7) | +\$129 | +\$99 (outlet kit) | +\$39 | +\$65 | +\$99.00 | \$99 |

- ★ 'Standard Setup' includes connect TV to existing wi-fi, basic remote setup, connect **2 source devices** - No software updates/activations/troubleshooting.
- ★ 'Advanced Setup' includes all the standard setup above, **plus** software updates for all connected devices, standard calibration, ARC setup (if applicable).
- ★ 'Premium setup' includes all of the above setup **plus** device activations, 2 app setup & login, streaming device login, advanced calibrations (if applicable).
- ★ 'Wire Hiding' includes wire concealment vertically in drywall wall (same stud bay) or surface molding (max 6'), does not include multi-floor or multi-bay.
- ★ **Power** - Power can only be hidden in wiremold, or we may install a outlet/power relocation kit (where possible).
- ★ **Specialty Mount** - This includes any mount where special requirements or extra time is required to install: such as Mantel, Ceiling, or Powered mounts.
- ★ **Special Finish/Wall Type** - This includes any type of stone or faux finishes, or where additional specialty tools or time is needed to complete mounting.
- ★ **Additional Device Install/Setup** - For per extra device hookup beyond the 2 included with the base price (Roku, DVD, etc), for same TV/same day only.

*Installing technicians on-site have final say on service that can be offered, billing type and fees charged, and safety/code enforcement for any installation. As installation challenges may arise that change the scope of work at any time, this may affect any previously quoted pricing or our ability to complete the job in whole or part. Prices do not include electronics, or tv/speaker mounts, any AV equipment, or AV cables or adapters, all parts are sold separately. Per National Electrical Code (NEC) any device power cords may not be concealed inside a wall cavity, we can make no exceptions to this.

LARGE PROJECTS PRICING

Pricing for full projects may be custom calculated per project instead of using the pricing model above. This will be based on overall scope-of-work and will vary by project. Changes Order or Add-Ons, anything that is not within the written scope of work, will be charged additionally \$150/hr (1 hour minimum) + \$75 for each additional man/hr to complete the additional work. See our Universal Service Agreement and your specific scope of work for complete information as it pertains to your project.