

# IRON HILL AV SERVICE & LABOR FEES

Pricing Disclosure - Effective September 1st 2024

## PAYMENTS GENERAL

- **ON-SITE EVAL & DESIGN:** Payment for evaluation or design fees is Due at time of scheduling or commencement of service respectively.
- **SERVICE & SUPPORT CALLS:** **Payment is Due at Time of Service**, except where client has repayment terms then an Invoice will be issued typically within 2 weeks from the service date.
- **INSTALLATIONS:** Any unpaid balance will be due at time of substantial completion upon request, except where client has repayment terms then an Invoice will be issued typically within 2 weeks from the service date.

We currently accept most major Credit Cards, Bank Cards, and Checks as standard. Our Payment Portal or in person Tap-Pay may offer the option of other digital online payment methods such as ACH, Apple Pay or Paypal, etc. The exact payment options, their availability, or limits may change without notice. **WE DO NOT ACCEPT CASH AT ANYTIME.**

## EVALUATIONS, DESIGNS, ESTIMATES

- Initial Remote Evaluation & Consultation - Free (Time-Limited)
- Detailed On-Site Evaluation / System Design - Starting at \$149 (includes Estimate prep)

One-Time initial fee per project is due at scheduling of Evaluation visit, fee is determined based on scope of project, the minimum is \$99. A max of **\$99 will be applied as a credit on the associated Estimate** where an Evaluation visit fee was charged. Fee is non-refundable, and is forfeited completely if any scheduled visit is missed without contacting us prior to the scheduled visit time. Evaluations & Designs are considered valid assuming no major changes to scope or design for up to 6 months from initial evaluation. Prepared Estimates are only valid for 15 days, after that price is subject to change, we reserve the right to deny any approved estimate and refund any deposit in full at our discretion. Estimate changes are free, however fees may apply for additional visits, add-ons, or re-designs required and will be billed at our current hourly service rate.

## SERVICE & SUPPORT

When requesting support assume that all services rendered are billable unless otherwise noted on work order.

### Regular Service Pricing

- (A) On-Site Services Initial Fee - **\$99 Minimum** flat fee (includes arrival and 15 minutes onsite)
- (B) On-Site Services Additional Time - \$120 /hr (billed after initial 15 minutes minimum fee)  
Additional on-site technicians required are billed at an additional \$60/hr per man
- Remote Services - \$89 /hr (for all services rendered from off-site 'remotely')

### After-Hours Service Pricing

- After-hours/ Holiday (Outside of our standard hours Monday-Friday 9:00a-5p)  
Services are billed at 1.5 times standard pricing / Holiday hours billed at 2 times standard pricing.

Rates are billed based on the start-time of the service, billing stop-time is decided by the discretion of the lead technician. The minimum service **time increment is 30 minutes** and all times will be rounded up for any overages. Service pricing does not include any parts.

## INSTALLATION

### TV Install Prefix Pricing

We may optionally offer prefix pricing for 'TV Only' type installations - This is our Prefix options & pricing schedule:

TYPE / EXTRAS	BASE PRICE	TV's Over 70" /50lbs	Power Extend Or Outlet Kit	Stone/Special Wall Finish	Specialty Mount (mantel or other)	Add Source Device (ea)	Connect & Setup Soundbar Or AVR*
X - TV Unmount / Disconnect	<b>\$99</b>	+\$60	N/A	N/A	N/A	N/A	+\$25 (disconnect)
A - TV Place on TV stand w/Wire Cover & Basic Setup	<b>\$149</b>	+\$60	N/A	N/A	N/A	N/A	+\$149 or \$199
B - TV Mount Basic w/Wire Cover & Basic Setup	<b>\$199</b>	+\$60	+\$59 or \$99	+\$60	+\$99.00	\$60	+\$149 or \$199
C - TV Mount Standard w/Wire Hiding <sup>‡</sup> & Basic Setup	<b>\$299</b>	+\$60	+\$59 or \$99	+\$60	+\$99.00	\$60	+\$149 or \$199
D - TV Mount Standard w/Wire Hiding <sup>‡</sup> & Premium Setup	<b>\$399</b>	+\$60	+\$59 or \$99	+\$60	+\$99.00	\$60	+\$149 or \$199

**Basic Setup** - We will connect 2 Source Devices, TV remote basic setup, optimize TV settings. Does not include Calibration, Updates, or Troubleshooting.

**Premium Setup** - We will connect 2 Source Devices, TV remote extra setup, optimize TV settings, TV/Device updates, login to 1 streaming platform, login to 1 streaming service/app. Does not include Calibration or Troubleshooting.

<sup>‡</sup> Wire Hiding includes concealment vertically in drywall wall (same stud bay) or surface molding (max 6"), does not include multi-floor or multi-bay.

\* Soundbar & AVR installation include connect & setup and calibrate, as well as mounting Soundbar. Doesn't include wiring or speaker installation.

### Regular Installation or Other Labor Pricing

**Pricing for full-day or multi-day projects is custom calculated per project.** This will be based on overall scope-of-work.

Change-Orders or Add-Ons, or anything that is not within the original written scope of work will be charged individually additionally.

Our max hourly rate is used for any additional work or change orders at a rate of \$150/hr (1 hour minimum) for a single tech + \$60 for each additional tech/hr will apply. See your specific scope of work for complete information as it pertains to your project.

\*ALL SERVICES & INSTALLATIONS PROVIDED SHALL FOLLOW LOCAL BUILDING STANDARDS, NATIONAL ELECTRICAL CODE, AVIXA INDUSTRY STANDARDS

~ **Our full terms and conditions apply to all sales, installation, or services. Please see our Universal Service Agreement for complete details.** ~