

IRON HILL AV SERVICES FEES

Pricing Disclosure - Effective October 10th 2021

When scheduling work or approving Estimates you are entering into a contract with us for service, our Universal Service Agreement. The agreement however does not specify rates since they can change from time to time, this supplement outlines those fees.

PAYMENT FOR SERVICES NOTICE: Payment is Due at Time of Service or Scheduling as requested

We currently accept Credit Card / Bank Card / Checks, all payments must be made payable to Iron Hill AV.

EVALUATIONS, DESIGNS, ESTIMATES - We require an on-site evaluation to be completed before an estimate can be prepared. For more complex, multi-area, or whole-home projects 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 & Information allotted)
- On-Site Evaluation w/ Design / Estimate - \$99*
- On-Site Evaluation w/ Design & Engineering / Estimate - \$199*
- On-Site Evaluation w/ Advanced Design & Engineering / Estimate - TBD Per Project

*One-Time initial fee per project is due at scheduling of Evaluation visit, or as requested, & is non-refundable for any reason. However we will apply a one-time credit of \$99 to the initial associated project Estimate. Evaluations are valid for 60 days assuming no major changes to scope or design, estimates are valid for the week they are prepared. Estimate changes are free, however fees apply for additional visits or complete re-designs.

SERVICE & SUPPORT

Support requests are billed as follows, 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. †

- On-Site Services - \$99 Minimum (Includes Arrival + 30 minutes of on-site service)*
On-Site Services Additional Time - \$120 /hr (after minimum fee)* + \$60 /hr per additional technician
- Remote Services - \$79 Minimum (Includes diagnosis & service up to 30 minutes)*
- Remote Services Additional Time - \$99 /hr (after minimum fee)*
- Advanced Programming Services (remotes/calibration/other) - \$150 /hr (1 hour minimum)**

*Appropriate minimum service fees apply to all service events, per instance/visit.

**Programming fees are billed in lieu of the standard hourly service fees for the same visit, during the programming period.

†After-hours (Stand.Hrs. M-Thurs 9:30a-4:30p) services are billed at 1.5 times standard pricing / Holiday hours billed at 2.5 times standard pricing.

Rate is based on the requested start-time of the job. Billing will adjust automatically based on the times we are administering the service, per hour, to match the appropriate billing rate (standard, extended, or after-hour /holiday). So your rate may vary throughout a single service visit.

Note: The minimum service time increment is 30 minutes, times will be rounded up for any overage.

TV INSTALLATION (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	Soundbar	Power Hidden	+ 70"/50lbs	Non Drywall/Outdoor	Special Mount	+ Device (Per device)
TV Stand w/Stand Setup (OR) Remove TV	\$149 (0.9)	+\$99	N/A	+\$39	N/A	N/A	\$99
Basic Mount Only - No Wiring/ No Setup	\$179 (1.4)	+\$99	N/A	+\$39	+\$65	+\$99.00	N/A
Basic Mount w/standard Setup (wiremold)	\$199 (1.6)	+\$99	+\$49 (cord)	+\$39	+\$65	+\$99.00	\$99
Stand. Mount w/stand. setup & wire hide	\$289 (2.1)	+\$99	+\$99 (kit)	+\$39	+\$65	+\$99.00	\$99
Stand. Mount w/Adv. setup & wire hide	\$339 (2.5)	+\$99	+\$99 (kit)	+\$39	+\$65	+\$99.00	\$99
Stand. Mount w/Prem. Setup & wire hide	\$449 (3.7)	+\$99	+\$99 (kit)	+\$39	+\$65	+\$99.00	\$99

- ★ 'Standard Setup' includes connect TV to wi-fi, basic remote setup, connect 2 source devices - No software updates/activations/troubleshooting
- ★ 'Adv.Setup' includes all the standard setup, plus software updates and standard calibration, if applicable.
- ★ 'Premium setup' includes all of the basic and adv setup plus device activations, streaming service install/login, advanced cal., if applicable.
- ★ 'Wire Hiding' includes wire concealment vertically in-wall(same stud bay) and/or surface molding (max 6')
- ★ Power - Device power cords can not be concealed in-wall it is against code. Power can only be hidden in wiremold, or we install an outlet kit.
- ★ Specialty Mount - This includes any mount where additional labor or parts is required to install, such as Mantel, Ceiling, or Powered mounts.
- ★ Additional Device Install/Setup - For any device like a Roku or DVD Player connected to the same TV being installed, only on the same day.

INSTALLATION (OTHER)

Install pricing is custom calculated per project, based on scope-of-work, and varies by job. Any installation work outside of scope, or any add-ons not specifically outlined in the scope will be billed as follows: \$150/hr (1 hour minimum) + \$75 for each additional man/hr.

~ For any sales, installation, or service provided our standard terms and conditions apply. Please see our Universal Service Agreement for complete details. ~