



Customer Service Call Center - (906) 482-7252 Option 4
 Emergency Support on-call technician available 24/7, 365 days/year
 Email Support - support@somero.com monitored 8am-5pm EST

2023 Somero Customer Service Agreements

Includes geographic regions of North America

Last updated 1/3/2023

	Somero Basic Service	790101036-00	790101130-00	790101131-00
		1 Year	2 Years	3 Years
Membership Options¹	\$0	\$7,380 USD	\$14,755 USD	\$22,135 USD
Service Selected (✓)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24/7 Phone Support	Included	Included		
Online Access to Parts Manuals	Included	Included		
Classroom Training ^{2,3}	\$2,385/Person/Class	Included		
On-Site Visit (See travel charges below)	USD\$1,550/day	2 days included	4 days included	6 days included
Additional Onsite Time ⁴ (see travel charges below)	USD\$1,550/day	\$940/day		
Travel Charges	List Price	Split 50/50		
Parts Discount ⁵	List Price	15%		
Free Standard Freight ⁶	Not included	Included		
Free First Month Rental Charge ⁷	Not Included	Included		

Notes

- Based on payment in advance. To receive Service Agreement benefits on orders, a quote must be provided prior to expiration date. Quotes are valid for 30 days.
- Travel and lodging costs are not included
- Training is available in Fort Myers, FL dependent on schedule and seat availability.
Applies to current Production Equipment only, excludes ACI classes.
- Prices are subject to change. For billing, use 780501063-23.
- Excludes: All Trimble Related Products, (Laser, Surveying, (3D/SiteShape®) and related components) Laptop Computers and accessories, and Control System updates, (Oasis, SSR, 3D/Siteshape, etc.).
- Excludes machine shipments. Customer is responsible for all duties, taxes, and customs clearance fees that may apply to both the purchase of the Service Agreement and/or any parts purchased under the Service Agreement.
- Pending availability of rental equipment. Rental equipment applies to product being sent to Somero for repair or to an authorized Somero vendor.

Contact Name _____
Business Name _____
Address 1 _____
Address 2 _____
City _____
State _____
Postal Code _____
Country _____
Business Phone _____
Mobile Phone _____
Email _____

Please accept this signed proposal as a purchase order for a Somero Customer Service Agreement and as acceptance of the price, and Somero terms and conditions of sale (available on request). I understand that all benefits, including goods and services, realized with this signed agreement are not for resale or reuse by any other entity other than the company listed in this agreement. I understand services will be provided and delivered in a commercially reasonable manner and in accordance with service policies as established by Somero from time to time. I understand I will need to provide an indoor or other acceptable location for machine work undertaken. I will provide an operator to work with the Somero service representative while on my premises. I understand agreements in UK and Europe are governed by the laws of UK and agreements elsewhere are governed by the laws of Florida, USA. Prices are subject to change at any time.

Signature: _____ Title: _____

Company: _____ Date: _____

The purchaser is responsible for any federal or state taxes or any additional charges your state (or country) may require. Sales tax will be added to the invoice when applicable.

Thank you, your order has been received by the company.

Signature: _____

Title: _____ Date: _____

SOMERO ENTERPRISES, INC.
SERVICE RATE SHEET
North America - 2023

Services

Field Services, Including Training	\$1,550 per day
Travel to/From Customer Site	up to 1,550 per day

Premiums

Hours Worked in Excess of 10 Hrs. per Day	\$178 per hr. (not applicable to travel hrs.)
Weekend Days	\$2,170 per day
Holidays	\$2,840 per day

Expenses

Actual costs will be billed to customer.

Other

Workdays in excess of 15 hours are prohibited.
8 hours must be provided for rest between
workdays.

Billable hours and days are calculated from the
time the Somero representative leaves Company
premises/home until the time he/she returns.