



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  
 UK Customer Service - +44 124 645 4455 forwards to US after hours  
 European Email Support - ukservice@somero.com monitored 8am-5pm  
 BST

## 2022 2 Year Somero Customer Service Agreement

Includes geographic regions of North America and Europe

Last updated 12/31/2021

	Somero Basic Service	790101130-00 2 Year Standard Service Agreement
<b>2 Year Membership<sup>1</sup></b>		<b>USD\$14,327 USD / GBPE10,754</b>
<b>Service Selected (✓)</b>	<b>\$0</b>	<input type="checkbox"/>
24/7 Phone Support	Included	Included
Online Access to Parts Manuals <sup>2</sup>	Included	Included
Classroom Training <sup>3,4</sup>	USD\$2,315/Person/Class	Included
On-Site Visit (See travel charges below)	USD\$1,507/day GBPE1,131/day	4 days included
Additional Onsite Time <sup>5</sup> (see travel charges below)	USD\$1,507/day	\$911/day (\$125/hr.)
	GBPE1,131/day	£706/day (£94/hr.)
Travel Charges	List Price	Split 50/50
Parts Discount <sup>6</sup>	List Price	15%
Free Standard Freight <sup>7</sup>	Not included	Included
Free First Month Rental Charge <sup>8</sup>	Not Included	Included

**Notes**

1. 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.
2. Available January 2019
3. Travel and lodging costs are not included. Prices are subject to change.
4. Training is available in Fort Myers, FL dependent on schedule and seat availability.  
Applies to current Production Equipment only, excludes ACI classes.
5. Prices are subject to change. For billing, use 780501063-22.
6. 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.).
7. 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.
8. 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 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: \_\_\_\_\_

**SOMERO ENTERPRISES, INC.  
SERVICE RATE SHEET  
North America - Europe - 2022**

**Services**

Field Services, Including Training	\$1,507 per day
Travel to/From Customer Site	\$180 per hour, not to exceed \$1,507/day

**Premiums**

Hours Worked in Excess of 10 Hrs. per Day	\$173 per hr. (not applicable to travel hrs.)
Weekend Days	\$2,107 per day
Holidays	\$2,757 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.