



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

3 Year Somero Customer Service Agreement

Includes geographic regions of North America and Europe

Last updated 12/31/2021

| | Somero Basic Service | 790101131-00 3 Year Standard Service Agreement |
|---|---------------------------------|---|
| 3 Year Membership¹ | | USD\$21,492 USD / GBPE16,131 |
| Service Selected (✓) | \$0 | <input type="checkbox"/> |
| 24/7 Phone Support | Included | Included |
| Online Access to Parts Manuals | Included | Included |
| Classroom Training ^{3,4} | USD\$2,315/Person/Class | Included |
| On-Site Visit (See travel charges below) | USD\$1,507/day GBPE1,131/day | 6 days included |
| Additional Onsite Time ⁵ (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 ⁶ | List Price | 15% |
| Free Standard Freight ⁷ | Not included | Included |
| Free First Month Rental Charge ⁸ | 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.