



## COMMITMENT TO SERVICE

Thank you for choosing Constellation Home Electronics as your wiring/electronics installation and service provider. We are proud to be considered the premium service provider in New Mexico and are committed to your satisfaction. In an effort to guarantee your satisfaction, **we pledge the following:**

- **Clear communication, no surprises!**
- **Firm appointments and punctual arrivals**
- **Prompt return calls**
- **Fair prices and billing**
- **Courteous and friendly sales and service staff**
- **Quality work and equipment**
- **Honesty and Integrity**

We look forward to serving you!

## WORK AND BILLING POLICIES

We like all of our customers to be aware of our work and billing policies and have put them here in writing for you. **Please take note of the following policies.**

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INITIAL **Constellation Home Electronics invoices on a weekly basis.** We request payment of invoices on receipt.

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INITIAL **Our labor rates are as follows:**

- \$95 per hour**, per technician for installation work and **basic** programming
- \$110 per hour** for design and project management
- \$125 per hour** for **advanced** programming

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INITIAL **We use Work Orders, Sales Orders and Equipment Lists** for all service and installation work. **This documentation must be signed by the client (or a representative) at the time of service.** If a representative of the client signs for work and/or equipment, Constellation Home Electronics will consider that signature as binding as a client signature. These signatures represent a 'promise to pay'.

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INITIAL **Pricing for equipment will be provided in advance** of delivery (except parts and materials that may become necessary during service/installation) **and confirmed when equipment is delivered.**

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INITIAL **Service/Installation work will be billed on a time and materials basis** unless other arrangements are made in advance and in writing. **Work time will be estimated, but the actual time spent will be billed for** whether it is higher or lower than the estimate.

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INITIAL **Cancellations and returns:**

- Special order equipment returned or exchanged may result in a **20% restock fee**
- Same-day appointment cancellations will result in a **1 hour charge for each tech scheduled**

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INITIAL **New Client/Project Consultations (on-site) are \$100 per hour.** The fee for the first hour will be waived with a purchase of \$1,000 or more. If no work is commenced, the client will be invoiced 30 days after the visit. This fee can be credited on future invoices within a year of the consultation.

Any questions or concerns should be directed to a sales manager or the production manager. Thanks again for choosing Constellation Home Electronics.

\_\_\_\_\_  
CLIENT NAME

\_\_\_\_\_  
CLIENT SIGNATURE

\_\_\_\_\_  
DATE

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AUTHORIZED REPRESENTATIVES