

Additional Services Rate Card 2025

Service	Included	Charge
Service Callout charge	For first 60 minutes on-site	£180.00
Additional callout time	Additionally charged per 15 minutes on-site	£ 50.00
Additional user training	Charged per hour (excluding Graphic arts & Production)	£175.00
Additional Network Install (on-site)	Re-arranged or additional users (includes scan to email)	£200.00 per hour
Additional Network Install (off-site)	Re-arranged or additional users (includes scan to email)	£150.00 per hour
Graphic arts & production user training	Charged per half day	£550.00
Parts	Users will be advised what parts are required	TBC
User damage	Callout charge above plus of parts	Cost of replacement part TBC/ Subject to service report
Pre-contract inspection	Service take over	On request
Delivery Site Survey	National	£180.00 per location
Device Relocation	National (multiple relocation available on request)	Upon request
Device Delivery	National (multiple location deliveries available on request)	£300 per device
Device Collection	End of contract	£350.00 per device (Guide price)
Out of hours delivery & installation	A3 MFD Only. Costs for A4 devices & multiple installations on request	£400.00 per device
Aborted delivery	Aborted due to client request within 48 hours of scheduled date	£350.00 per device plus disbursements
Standard consumable delivery	National	£ 9.99 per item
Next day consumable delivery	National	£ 30.00 per item
Toner recycling programme	Eco-box & bags	£ 35.00 per unit plus delivery
Monitoring Fee	Manage usage & toner ordering	£1.00 per month
Non DD payments	Admin fee for non DD payments	3%
Professional services	Software & solutions install	£960.00/day or £550/ ½ day plus disbursements
Storage charges	Charged per device	£ 10.00 per week
Hard Drive Erase	Certificate of service & audit trail	£200.00 for the 1 st device, then £100 per device thereafter
Hard Drive Destruction	Shredded includes certificate or video proof	£200.00 for the 1 st device, then £100 per device thereafter
On-site Hard Drive Destruction	Shredded on site & supervised by a staff member	On request
WEEE Recycling certification	Full audit trail	Free of charge