

CSS: STREP POLICY

specialists in electronic repairs, computer sales & maintenance,
networking, corporate branding & web development

OCTOBER, 2005

CSS has introduced the following **Standard Repair Pricing (STREP)** rates.

STREP Policy

For your convenience **CSS** provides the following **STREP** rates on repairs. These **STREP** rates will ensure faster turn around times by eliminating the need for quotes on 80% of repairs carried out.

- The following services are included on all **STREP** repairs:
 1. Printer strip and service.
 2. Preventative Maintenance.
 3. Standard upgrades for common failures.
 4. Replacement of small parts where necessary.
 5. Diagnostic routines with quality control & testing in accordance with the Original Equipment Manufacturer specifications.
 6. Cosmetic clean up and bubble wrapped for delivery.
 7. Three-month Warranty on all repairs.

Note

- No quotes will be provided where repairs fall within the **STREP** rate charges.
- Repairs not covered under the **STREP** charge will be quoted on a time and material basis.
- **STREP** prices do not include replacement of any costly modular parts i.e. logic boards, print heads, complete PSU's etc. In such cases a quote will be submitted.
- Prices quoted are **VAT exclusive**.

STREP Price List

Prices quoted are **VAT exclusive**

Printer Type	From	To
DOT Matrix		
Small – Med. 80 Col	R 165.00	R 200.00
Large 80 Col	R 235.00	R 250.00
Small-Med. 132 Col	R 285.00	R 300.00
Large 132 Col	R 495.00	R 685.00
INKJET		
Small – Med. Inkjet	R 165.00	R 200.00
Large Inkjet	R 325.00	R 425.00
LASER		
Small-Med.	R 250.00	R 285.00
Large	R 350.00	R 895.00
Monitor Range *		
Flat Rate		
Mono / Mono VGA	R 225.00	
9 inch VGA	R 165.00	
14 and 15 Inch VGA	R 250.00	
17 Inch VGA	R 350.00	
19, 20 and 21 Inch VGA	R 650.00	
Terminals	R300.00	
Network Hub / Switch		
Flat Rate		
8 port	R 200.00	
16 port	R 250.00	
24 port	R 300.00	
Laptop / Notebook	R350.00 excl parts	
UPS	R 350.00 excl battery/parts	
Handheld Laser Scanner	R 330.00	
PDT Scanner	R 285.00	

* Monitor repairs exclude LOPT's, Scan Coils and Plastic Parts.

- Computer Dealers / Corporate's can be eligible for further discount, providing that a consistent volume of repairs can be maintained.

Our **STREP** policy can be applied to any product where consistent volumes allow.

Any other item that is not listed in the Price List will be subject to a Time & Materials repair and subject to quotation approval.

Workshop Repair Rates:	R 185.00 per hour
On Site Service Repair Rates:	R 200.00 per hour
Networking / Software Workshop Service Repair Rates:	R 200.00 per hour
Networking / Software On Site Service Repair Rates:	R 250.00 per hour
Call Out Rates:	R 450.00 – Includes On Site Call-out and one hour Labour. Thereafter R 200.00 / R 250.00 per hour or part thereof. (As per call type)

CALL OUT RATE FEE APPLICABLE TO SITES WITHIN A 50 KM RADIUS OF CSS MAIN LOCATION OR REMOTE LOCATIONS. THEREAFTER R 2,00 WILL BE CHARGED FOR EVERY KILOMETER TRAVELLED FURTHER THAN 50 KM.

CSS CONTACTS

Managing Director	RICO BARLOW	ricob@compusup.com
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Logistics Manager	STEPHAN ACHTERBERG	stevea@compusup.com

Or any other person(s) designated in future.

Call Centre : 0861 COMSUP / 0861 266787

TEL: (021) 552-5001

FAX: (021) 552-2640

LOGISTICS EMAIL:

logistics@compusup.com

TERMS AND CONDITIONS SPECIFIC TO THE REPAIR ACTIVITIES AND FEES

1. All repairs have a 3 (three) month warranty on the same fault.
2. **WARRANTY VOID** if warranty seal has been tampered with or removed.
3. Fixed rate repair does NOT apply if unit has been previously worked on [time & Material charges will apply – subject to quotation]
4. Fixed rate repair does NOT apply if unit has been exposed to lightning, Excess power or water damage [time & material charges will apply - subject to quotation]
5. Service Level - Turnaround time - 2 to 5 working days (Pending the availability of spares)
6. Equipment will only be released from CSS premises by producing the CSS booking in voucher
7. The onus is on the client to provide valid proof when claiming warranty on a repair.
8. CSS to clearly indicate on unit any abnormalities – eg. Please replace Drum / Toner cartridge, Please replace ribbon, Please replace Ink cartridge, etc...
9. CSS cannot be held responsible for any data loss incurred to any unit during a repair process. (Although utmost care will be taken to prevent such).
10. CSS is not responsible to perform any data recovery or data / program(s) back up, unless specified in the repair authorisation.
11. CSS will not load any application or other program(s) without a valid authenticated license from the Software vendor (must be supplied by the customer or relevant party)
12. A quote rejection of **R95.00** is applicable for all repairs undertaken.
13. Equipment Handling fee of 20% of the applicable strep rate will be billed for equipment that is irreparable.
14. Volume discounts will apply to dealers.

Please refer any queries to our Technical Department on **0861 COMSUP / 0861 266787** or visit our web-site:

www.compusup.com

to confirm up-to-date pricing and take advantage of the regular specials being run.