



10850 Wiles Road, Coral Springs, FL 33076

## Service and Repair Policy

**Express Radio** provides the following procedure in order to provide the quickest and most economical repair service. When a customer has an item for repair, we ask them to approve a **“CALL ONLY IF OVER \$100.00”** process. This means we can complete the repair on the spot if the cost of the repair (not including a new battery if required) will be less than \$100.00, thereby saving the cost of double work on the bench. Most repairs are less than \$100.00, but in those cases that will be above \$100.00, **Express Radio** will call and advise the customer of the cost and our recommendation as to whether the repair makes sense from a value viewpoint considering the radio condition and age. In this case, there is \$35.00 charge for the quotation if not repaired.

If you prefer to have a quote prior to beginning the repair, there is a \$45.00 quotation charge that is in addition to the cost of the repair, and valid even if the customer decides not to proceed with the repair.

<b>Labor Rate</b>	<b>\$65.00 /Hour</b>
<b>Quotation Cost</b>	<b>\$45.00 (Not using “call if over” process)</b>
<b>Radio Check-out Cost</b>	<b>\$35.00 (Test, Tune, Verify performance)</b>
<b>Reprogramming Radio</b>	<b>\$00.00 (If first time of radio sold by Express) \$25.00 Conventional Unit</b>