

Canadian Time and Material Service Rates

Labor Charges — Time and Material Service labor will be charged as shown below. Time and Material labor is computed from the start time to the stop time as indicated on the service repair record. This is the time from leaving the vehicle at the customer's site until returning to the vehicle. Service Labor Charges have a 1/2-hour minimum during normal business hours or four hours minimum outside normal business hours. (For example, the minimum labor fee during normal business hours on a Xerox network printer would be \$150.)

Monday-Friday	8am–5pm	\$150 for the first 1/2 hour, \$37.50 for each additional 15 minutes	1/2-hour minimum \$150 minimum
After hours & Saturday	5pm–8am	\$225 for the first 1/2 hour \$56 for each additional 15 minutes	1/2-hour minimum \$225 minimum
Sundays & Holidays	24 hours	\$225 for the first 1/2 hour, \$56 for each additional 15 minutes	1/2-hour minimum \$225 minimum

**Time and Material Labor Rates are subject to change at anytime without notice.*

Parts charges are in addition to the above Labor and Travel charges.

Travel Charges — Zone Travel charges are used in lieu of actual travel time for each service call within Canada:

Zone	Zone Range	Travel Charges**
1-4	0-100 miles (0-161 km)	\$0
5	101-150 miles (162-241km)	\$630
6	151-200 miles (242-322km)	\$790
7	201-250 miles (323-403 km)	\$950
8	251+miles (404+ km)	\$1,075

***Travel charges are subject to change at anytime without notice.*

Note 1: Distances are one-way travel measured from a Xerox service point having service capability.

Note 2: The customer may be billed for travel-related expenses as required, in addition to the Zone Travel Charges.

Print Head Repair Pricing

Effective September 27th, 2004 print head repairs for the following products will be charged these flat-fee rates. These flat-fees include all charges except travel. Print head repairs for failures caused by Non-Xerox Ink will be charged at the normal time and materials labor rates, plus parts and travel if applicable.

	3xx Series	840/850	860/8200	8400
Canada	\$1,027.50	\$890.50	\$753.50	\$616.50

Checks can be sent regular mail to:

Xerox Corporation
Unit 80132
P.O. Box 5600 Station Main
Burlington, ON L7R 4X3
Canada

Checks can be sent via courier or express mail to:

Bank of Montreal
Burlington Operations Service Center
Box 80132
3398 Harvester Rd.
Burlington, ON L7N 3M7
Canada

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