



Call-Out Charge Agreement

Between:

Pembrokeshire PC Ltd (“the Company”, “we”, “us”) trading as PPC Wales

and

The Client (“the Client”, “you”, “the customer”)

Last Edited: 15/12/2025

1. Purpose of Agreement

This agreement outlines the circumstances under which Pembrokeshire PC Ltd may apply a call-out charge for attending the Client’s site to carry out diagnostic work, inspections, or service activities that fall outside any warranty or covered repair or any maintenance agreement already in place.

This information is provided to you for full transparency of costs associated with any call-out request from Pembrokeshire PC Ltd. Prices are outlined in clauses 4 and 6.

The client should refer to this information prior to any call-out request being agreed. This information may be updated from time-to-time without prior notice.

It may not always be possible to determine if the call-out charge will stand at the point of the call-out request. This will later be determined on site by the Pembrokeshire PC Ltd representative so it is important that the agreement is understood in advance.

We will make every effort to communicate this information to you prior to the call-out being agreed and your acceptance of the call-out shall be recognised as your acceptance of the contents of this document in its digital format.

2. Exclusions – Maintenance Contracts

This agreement does not apply where the Client has an existing and valid maintenance contract with Pembrokeshire PC Ltd that expressly covers call-outs or on-site visits. If the request falls outside the scope or validity of the contract, this Call-Out Charge Agreement may apply.

3. Call-Out Charge Conditions

3.1 Non-Warrantied Works

A call-out charge may apply when work undertaken is not covered under the equipment warranty described in the relevant quote, invoice, or warranty documentation.

3.2 No Fault Found

A call-out charge may be payable where a site visit concludes that no fault was found with equipment installed, supplied, or maintained by the Company.

3.3 External or Third-Party Factors

A call-out charge may apply where the cause of the issue is unrelated to the Company's installation or repair work.

3.4 Additionally Requested Works

A call-out charge may apply where additional works are requested outside of those works already agreed by acceptance of a formal quotation.

3.5 Availability

The availability of service engineer(s) is determined by the existing workload of Pembrokeshire PC Ltd and urgency of the request as determined by us which may impact the turnaround of the request.

3.6 Payment In Advance

We may request that the call out charge payment is made in advance, usually at the point of request.

3.6.1 Refund of advanced payments

In the event that the call out charge payment is made in advance and no call out charge is due then the payment shall be reimbursed to you as long as:

- a) The call out and associated works (in their entirety) were not chargeable under any circumstances, and;
- b) There are no outstanding balances on any account(s) or for any service(s) provisioned to you by Pembrokeshire PC Ltd.

4. Call-Out Charge Amount

Standard call-out charge: **£79.17+ VAT per visit**

Out of hours call-out charge: **£125 + VAT per visit**

This covers a single site visit. Additional visits incur separate charges.

Additional charges may apply for time spent on site, equipment, replacement parts, or consumables.

Business hours are detailed in clause 6.1.

5. Additional Labour or Parts

Extended labour, repairs, or replacement parts beyond the initial call-out will be quoted separately and undertaken only with the Client's approval.

6. Schedule of Rates

6.1 Labour Rate

The labour rate becomes effective as of 1 hour after arrival, whereby the call-out charge is inclusive of the first hour.

During normal business hours: £42.00 + VAT per hour billed in half-hour increments (£21.00 + VAT per half hour).

Outside normal business hours: £84.00 + VAT per hour billed in half-hour increments (£42.00 + VAT per half hour).

This rate becomes effective as of 1 hour after arrival, whereby the call-out charge is inclusive of the first hour.

Business hours are considered to be from 9am to 5pm Monday to Friday, excluding bank holidays and/or public holidays without exceptions.

Typical example of charges:

The client requests a call out at 3PM on Thursday 14th August 2025 where the fault is repaired but is not covered by any warranty from Pembrokeshire PC Ltd. The work takes 1.5 hours to diagnose and repair, and requires a new power supply costing £10.

Cost to the client:

- **Call-out: £79.17 + VAT** – Covers the call out and 1 hour labour during business hours (3PM-4PM).
- **Additional time: £21.00 + VAT** – Covers the additional time during business hours (4PM-4:30PM). This rate would increase had the works continued beyond 5PM.
- **Parts: £10.00 + VAT** – Covers the cost of the replacement power supply.

Total cost: £110.17 + VAT.

6.2 Equipment and Parts

Charged at current rates and itemised on the invoice, as per clause 5.

6.3 Out-of-Hours Work

Out of hours work is chargeable at a separate rate, outlined within clauses 4 & 6.1.

7. Client Agreement

By accepting the call out you are agreeing to the terms within this document in full.

- The call-out charge applies per visit, with separate charges for additional visits.
- This agreement does not apply where a valid maintenance contract covers the call-out.
 - Where no such contract applies, the call-out charge and additional rates may be charged as set out above.

8. Payment Terms

Pembrokeshire PC Ltd may require payment in advance of the call-out at the Company's discretion.

Where advance payment is not required, an invoice will be issued after the call-out, including any additional charges.

Payments may be made online via the invoice using debit card, credit card, or bank transfer within the timeframe outlined in the invoice.

Where alternative payment terms have previously been agreed in writing, the invoice shall follow those terms.

9. Acceptance

If any part of this agreement is not clear or you do not agree with the terms outlined then you should decline the call-out to avoid costs as detailed above. Acceptance of the call-out is acceptance of this agreement.

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