

Remote Service Charge Agreement

Between:

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

And

The Client ("the Client", "you", "the customer")

Regarding:

Remote service requests & associated charges ("remote service", "job")

Last Edited: 14/12/2025

1. Purpose of Agreement

This agreement outlines the circumstances under which Pembrokeshire PC Ltd may apply a remote service charge for providing remote assistance and/or 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 remote service request from Pembrokeshire PC Ltd. Prices are outlined in clauses 4 and 6.

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

If it is not possible to determine if the remote service charge will stand at the point of the client making the request, then it will later be determined 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 remote service being agreed and your acceptance of the remote service 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 the service being requested. If the request falls outside the scope or validity of the contract, this Remote Service Charge Agreement is likely to apply.

3. Remote Service Charge Conditions

3.1 Non-Warrantied Works

A remote service 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 remote service charge may be payable where it is concluded that no fault was found and/or no service was required and the charge shall be the equivalent to the time taken to come to these findings by Pembrokeshire PC Ltd, in accordance with section 5 of this agreement.

3.3 External or Third-Party Factors

A remote service charge may apply where the cause of the issue is unrelated to the Company's installation or repair work. At this point the works may be deemed as "no fault found" as per section 3.2 of this agreement.

3.4 Additionally Requested Works

A remote service 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 remote service request 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 remote service request charge is due then the payment shall be reimbursed to you as long as:

- a) The remote service request and associated works (in their entireties) 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. Remote Service Charge Amount

Standard remote service charge: **£23.33 + VAT per individual request when completed during office hours.**

This covers a single service request. Additional requests incur separate charges, including where requests are placed all-at-once.

Additional charges may apply for any additional resources required to complete the request successfully.

Additional charges apply for out-of-hours works. See Clause 5.

5. Schedule of Rates

5.1 Labour Rate

This rate becomes effective as of 30 minutes after the commencement of works, whereby the remote service charge is inclusive of the half hour (30 minutes).

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

Outside normal business hours: £49.00 + VAT per half-hour billed in half-hour increments.

This rate becomes effective as of 30 minutes after commencement of works, whereby the remote service 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 remote service request 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 hour to diagnose and repair.

Cost to the client:

- **Remote service request: £23.33+ VAT** – Covers the remote service request and 30 minutes labour during business hours (3PM-3:30PM).
- **Additional time: £21.00 + VAT** – Covers the additional time during business hours (3:30-4:00PM). This rate would increase had the works continued beyond 5PM.

Total cost: £44.33 + VAT.

5.2 Equipment and Parts

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

5.3 Out-of-Hours Work

Out of hours work is chargeable at a separate rate, outlined within clause 5.1.

6. Client Agreement

By accepting the remote service, you are agreeing to the terms within this document in full.

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

7. Upgrading to a Call-Out

7.1 Circumstances

In the event that a remote service request cannot be deemed as a suitable method to resolve the issue then we may recommend upgrading the request to a call-out.

7.2 Right to Refuse

In the event that a call-out is required then you will be made aware of the associated fees and shall have the right to refuse the call out at this stage.

7.3. Call-Out Agreement & Fees/Charges

The call-out charge (and associated additional charges shall be determined and due in accordance with the [Call-Out Charge agreement](#).

8. Payment Terms

Pembrokeshire PC Ltd may require payment in advance of the service request being completed, at the Company's discretion.

Where advance payment is not required, an invoice will be issued after the remote service request is completed, 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 remote service to avoid costs as detailed above. Acceptance of this agreement is acceptance of the remote service charge(s).

[Full terms & conditions](#) | [Privacy policy](#)

