

Standard Call-Out (In / Out of [SLA*] Contract); Workshop Rate	R500.00 (R434.78 excl VAT) (wef 01/03/2019)
* Service Level Agreements/Support Contracts	On Request! Please ask for a customised contract!
Minimum Charge	(Workshop – ¼ hour) R150.00 (R130.43 excl 15%) (R600.00 p/h)
	Teamviewer Minimum (depending on time spent) R150.00 (R130.43 excl 15%) (R600.00 p/h)
	(Workshop – ½ hour) R300.00 (R260.87 excl 15%) (R600.00 p/h)
	(Workshop – ¾ hour) R450.00 (R391.30 excl 15%) (R600.00 p/h)
Minimum Charge	(Callout -1 st Hr full thereafter in 15 min increments) R500.00 p/h (434.78 excl 15%) PLUS mileage
Data Recovery	(No Cure No Charge) Min R4000.00 incl
	External Min R8000.00 excl
System Backup/Flash Copy	
	Single Flash backup/Copy (Once Off) R150.00 – R500.00 + Flash/HDD (or own)
System Service	(Brush, & Blow, System Speed up, Clean out etc Clean out Virus, Malware) R450.00 (min in shop, R500.00 min + miles callout)
System Rebuild (Backup data, Re-Install Operating system, Software, Drivers, Restore data, e-Mail etc) (Without Data Backup/Restore)	R1000.00-R1500.00 (2/3 hours @ R500.00 p/h) R750.00 (1 ½ hours)
New system Installation on Site (included in Quotes)	R1000.00 – R1500.00 (2/3 hours) plus Mileage
Traveling Fee/Mileage (Min Charge Knysna/Plett of R22.00)	R8.00 per km both ways (no labour time charged on trips under ½ hour; trips 50Km + only one way charged) [Company Vehicle only])
After Hours Call-Out Rate	R1000.00 per hour (double time), 6pm-7am wk/days from 3pm Saturday to 7 am Monday
Networking	R500.00 per hour plus parts/consumables Minimum is R500.00 per new point
Network Cable (Made to length required – CAT5/6)	R9.50 per meter plus R12.00 for plugs and boots plus R50.00 (make fee) ie 5m cable = R109.50
Equipment Costs (including Second Hand)	As per quotation (Free Quote on Request)
Web Design	As per quotation (Free Quote on Request)
Graphic & Logo Design	As per quotation (Free Quote on Request)
Web Site Hosting & E-Mail Hosting Domain Name Registrations	From R150.00 per Month
Fault Report Fee (including Free Quote)	R450.00 (Offset against replacement price, within quote time)
Screen Repairs	R550.00 min assess fee. Upfront deposit (50% refund on Quote rejection if equipment NOT returned)
Printer Repairs	Non-refund assess fee – R450.00 before starting job
Office 365/Online Mail Exchange/One Drive	As per quotation (Free Quote on Request)
Internet Café/E-Mail Downloads/Downloads (own Flash/Disk)	R50.00 per Half Hour
Other prices on request	Free Quotes

**NO RETURNS/REFUNDS AFTER 10 DAYS, UNLESS EQUIPMENT FAULTY!
NO returns or refunds on Opened Inks/Discs OR Opened Software!**

Standard Terms & Conditions apply. E&OE

** All above prices include VAT at 15%