



Swisslog Healthcare (NA)
11325 Main Street
Broomfield, CO 80020
USA

Phone 800-396-9666

To whom it may concern,

The following is Swisslog's Standard Business Hours and Service Rates Effective as of **January 1st, 2022**.

Standard Business Hours and Service Rates

Swisslog normal business hours are 8:00 AM to 5:00 PM, Monday through Friday, excluding holidays.

Labor - Normal Swisslog business hours	\$205.00*
Overtime -After-hours weekdays and Saturdays	\$305.00*
Doubletime - Sundays & Holidays	\$350.00*
Mileage	\$0.99/mile US \$1.39/mile Canada
Travel and Other Expenses	Actual Cost
Software Support	\$249

All service visits will be invoiced for a minimum of four (4) hours (portal-to-portal) plus expenses.

*Rates are subject to change.

*PO or email authorization is required to dispatch Field Service Engineer for all billable service requests.
Authorization or PO to be sent to: servicerequest.na@swisslog.com