

# Doug Williford & Son

Dear Valued Customer,

Due to recent storms and also cost of living across the board, I have come to realize that to continue to sustain the company; Doug Williford & Son will have to make some changes. To keep from increasing the Preventative Maintenance Agreement prices, we will be changing the way we charge for call outs. Previously agreement customers were being charged \$42.50 and no trip charge. This was not even close to covering the cost. With us charging \$85.00 per hour labor, we will still be only breaking even. Following is a break-down of the changes and prices effective January 1, 2025.

Examples:

Emergency Call-Out for NON-MAINTENANCE CUSTOMER. <ul style="list-style-type: none"><li>• 20 MILES AWAY</li><li>-LABOR: 125.00 per Hour</li><li>-Trip (\$4.00 a mile 1 way): \$80.00</li><li>-Plus parts (if needed) and tax</li><li>TOTAL BEFORE PARTS AND TAX- \$205.00/hr</li></ul>	Emergency Call-Out for MAINTENANCE CUSTOMER. <ul style="list-style-type: none"><li>• 20 MILES AWAY</li><li>-Labor: \$85.00 per Hour</li><li>-NO TRIP CHARGE</li><li>-Plus parts (if needed) and tax</li><li>TOTAL BEFORE PARTS AND TAX- \$85.00/hr</li></ul>
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**Customers Responsibilities:** Customers need to be aware of the auxiliary switch. Charges will incur if Doug Williford & Son has to come out due to the switch being accidentally turned off by someone or an animal of some kind. Previous examples: dogs, cats, yard maintenance, or family members. Switch is located on the back of the generator and can be reset by TURNING SWITCH IN THE UP POSISTON AND PRESSING ENTER ON THE CONTROL PANEL.

If Doug Williford & Son recommends wear items such as batteries (@ 3 years), belts, or hoses to be changed and customers refuses to perform that service. Then full price will incur, if we have to come back out in the future for those changes.

Customers are also responsible on checking and adding oil during an extended outage, unless willing to pay for service call.

Thank you for your continued business and trusting in us!

Management,

Richard Lundquist.

