



VASSS PTE LTD
 9010 Tampines St 93, #02-79
 Ind. Park A. Singapore 528844
 URL: www.vasss.com
 Email: enquiries@vasss.com
 Tel: 3131-9038 Fax: 6788-3213

Business Operation Hours
 Mon to Fri: 0900hrs to 2200hrs
 Sat: 0900hrs to 1700hrs
 Close on Sundays PH

	Descriptions		Rate (incl GST)	Remarks
1	Not FIXED		\$0	We are sorry!
2	Immediate Solution (within an hour)		\$20	Resolved within 1 hr work.
3	Typical Carry-In Repair Services		\$45	2 Business days turn around time (48hrs).
4	*Only valid when combined with item 3.	Collection or Delivery Only	\$10	For CBD/ERP Zones, additional \$10.
5		Collection & Delivery Only	\$20	For CBD/ERP Zones, additional \$10.
6		Delivery and on-site setup Only	\$45	Individual station + network setup (cap at 1.5 hrs). Additional Hr or part off @ \$55/hr. For CBD/ERP Zones, additional \$10.
7		Collection & Delivery & on-site set-up Only	\$55	Individual station + network setup (cap at 1.5 hrs). Additional Hr or part off @ \$55/hr. For CBD/ERP Zones, additional \$10.
* ALL PRICES INCLUSIVE GST				

REMARKS

- 1) All work carried out after diagnostic is chargeable. (Exception item 1).
- 2) Service charges apply for partial solution regardless even if the existing hardware does not perform or is not working at all.
- 3) Should you require your software to be re-installed, you must provide us with the media otherwise additional charges will apply.
- 4) VASSS reserves the right not to re-install any software whenever there is an issue regarding End user Licensing Agreement (EULA).
- 5) On-site setup services is limited to 1.5 hours, for the connecting the serviced system at its original location and to its peripherals and network. Additional hour or part off @ \$55/hr.
- 6) VASSS will seek your approval prior to replacement of any faulty components.
- 7) Collection or Delivery to CBD/ERP Zones, there is an additional \$10 surcharge.