

Good morning, SimplyHome Reps!

As we continue to grow, we want to be more consistent about how we charge for travel to/from Butler and Environmental Control (and soon Firefly!!) installations. Moving forward, if the installation is within a 1 hour radius of your location (home, office, etc.), then there are NO additional charges for travel to/from the install site. Anything over that is subject to the \$100 per hour travel rate, with a 1 hour minimum. If the additional travel time is under 15 minutes, rounding down is fine. If it's 16 minutes or more, add a unit of travel. Travel charges apply both ways (to/from).

Here's an example using our NC office: Install in Charlotte is 2 hours and 10 minutes from our office. We would quote 2 units of travel (\$100/hr) for round trip. The first hour is included, the second hour is billed and the last 10 minutes is rounded down so getting there is 1 unit of travel. The return is calculated the same so that's the other unit of travel for 2 total. Make sense?

In order to be as accurate as possible when quoting, please help us map out the distance from your home/office to the installation. Since Customer Service creates the quotes, calculating the travel expenses will be the CS Rep's responsibility. However, the CS Rep will ALWAYS check with you first to make sure travel charges apply and to confirm the quantity to quote. There is no need to include travel fees for third party installs (installations in your area not performed by you) if we are shipping the system to the install location.

It's inevitable that there will be exceptions, and they will be handled on a case-by-case basis.

Thanks and please let me know if you have questions.

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