Agritel Call-out Terms and Conditions

Call-out charge

Call-out prices start from £270 excluding VAT. VAT will be added at the prevailing rate. The final charge may vary depending on the engineer's total travel time, time spent on site and the work required.

What is included

The call-out charge includes:

- An initial telephone fault assessment
- Up to one hour of total travel time
- The first hour of on-site labour
- Mechanical and electrical fault diagnosis
- Minor adjustments, resets and operational testing
- A quotation for any additional repairs or replacement parts required

Additional travel and labour

Travel or on-site labour exceeding the included allowance will be charged separately. Any additional charges will be explained to the customer before the visit wherever reasonably possible.

Replacement parts and further repairs

Replacement parts are not included in the call-out charge. Any parts or additional repair work required will be quoted separately and must be approved by the customer before being supplied or completed. Approved parts and repairs will be charged upon completion of the work.

Fault resolution

Payment of the call-out charge covers the engineer's attendance, travel and diagnostic time. It does not guarantee that the fault can be fully repaired during the initial visit. A further visit may be required if additional work or replacement parts are needed.

Site access and safety

The customer must provide the engineer with safe and reasonable access to the machine and ensure an authorised representative is available where required. Delays caused by restricted access, unavailable equipment or unsafe working conditions may result in additional charges.

Cancellation or rescheduling

If a visit needs to be cancelled or rearranged, the customer should provide as much notice as possible. Agritel reserves the right to charge for travel, time or other costs already incurred.

Payment

All charges are exclusive of VAT and are payable in accordance with the payment terms stated on the customer's quotation, order confirmation or account.