

## Affymetrix time and materials service rates (North America)

### Labor and travel

Field service rates are computed on the basis of an hourly labor rate applied door to door. Travel expenses are in addition to the hourly charge stated below and are actual expenses computed on a roundtrip basis from the Field Service Representative's point of origin.

Labor rate	Normal hours	Weekday overtime
Instrument service labor	\$300.00/hr.	\$450.00/hr.
Software support	\$300.00/hr.	\$450.00/hr.

Minimum labor charge for an on-site visit is four (4) hours.

Mileage ..... \$0.55/mile  
Air travel, car rental, and hotel ..... Actual cost

### Parts

Any parts and/or materials necessary to repair the unit are billable, unless otherwise noted. Replacement parts shall be new or equivalent.

All exchanged parts become the property of Affymetrix. All parts-only orders require a minimum order of \$100.00. All

parts are warranted against normal failure or defect for a period of ninety (90) days from date of purchase. Rates for service outside the continental US will be quoted upon request.

Normal business hours: 8:00 A.M. to 5:00 P.M., Monday through Friday.

Weekday overtime: All hours outside of normal business hours.

### Billing requirements

Affymetrix requires a hard copy of the purchase order prior to scheduling a service visit. Please contact Affymetrix at [support@affymetrix.com](mailto:support@affymetrix.com) to place a service request and obtain a quote. Once the repair is complete, you will be billed according to the services rendered. Should the invoice exceed the estimate on the purchase order, Affymetrix will require an amended purchase order to reflect the difference and you will be billed accordingly.

A special handling fee will be charged when customers request urgent or special shipment of parts.

Terms: Net 30 days. One percent (1%) per month interest will be charged on past due accounts. Rates effective 01/01/2010. We reserve the right to change rates without notice.

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