

Vertex Security has staff available 24/7/365 for **emergency** call out works.

Call out works can sometimes be fixed or temporarily patched over the phone, the below rates apply for both phone support and onsite attendance.

All support jobs incur a minimum 1hr charge, plus any relevant fees or parts used.

Standard Working Hours are Monday to Friday, 8am – 5pm
(Excluding Statutory Holidays).

Jobs attended outside of these hours will incur the following rates:

Within Tauranga (Less than 15km of CBD)

First Hour \$175.00 + GST (\$201.25 including GST)

Subsequent Hours \$160.00 + GST (\$184.00 including GST)

Outside Tauranga (More than 15km of CBD) incur the following additional costs

Vehicle Charge Per Kilometer \$0.85 + GST (\$0.98 including GST)

All Statutory Holidays incur an additional callout fee.

Statutory Holiday Fee \$640 + GST (\$736.00 including GST)

On rare occasions our on-call technician(s) may be on an existing callout, please be patient – we will be with you as soon as possible.

By requesting one of our technicians after hours, you are considered to have read and agree to pay the above rates.

*You can request a technician after hours by calling **07 282 7947***