



PalletLink site visit, product testing and laboratory fees 2010

For most PalletLink members our all-inclusive free telephone/e-mail hotline is sufficient to meet all their technical needs over the entire year. Our 2009 enquiry statistics show that only about 1 in 350 member enquiries is chargeable and only then with full discussion with the member. However occasions do arise when a member requires on-site assistance, perhaps serious mould or product taint damage on a customer's site, or a multiple pallet collapse that needs to be investigated. This is where PalletLink can offer expert totally confidential assistance second to none for members and also non-members.

Outside the all-inclusive free telephone/e-mail hotline then we make a charge. To non-members (including customers of our members) our fee is £820 + VAT per day. To members we apply a 25% reduction down to £615 + VAT. To that should be added travel expenses at 45 pence per mile plus VAT. Total travel time on a job in the UK exceeding 5 hours is charged at the day rate. One night's budget hotel is chargeable at cost for destinations over 140 miles from London. A short single page report of the result *is included* in the days' charge and sent shortly afterwards. If a full report containing extended details of findings, researched data, drawings or photos taken during site visits is required, this is charged at a minimum of one further days consultancy.

We also undertake product testing and for in-house product testing at our premises the fee to non-members is £820 + VAT per day and to members £615 + VAT per day. For external testing we add to that external laboratory hire fees at cost. We are doing more in-house testing now on bulk potato boxes, pallets and strength of problem timber species. A typical in-house testing fee involves no laboratory hire fees, only our setting up time, testing time and a reporting charge.

Fee summary –

- Non-members £820 + VAT per day for a 7 hour day
- Members £615 + VAT per day (25% discount)
- Shorter periods pro-rata
- Car travel expenses at 45 pence/mile
- Travel time exceeding 5 hours charged at day rate
- Any hotel required is chargeable at cost
- External laboratory services (if needed) at cost