



This document serves to explain the different interactive service charges

Service Charges

Different types of service charges

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Introduction

This document will explain the different types of service charges that will need to be explained to the customer.

Application

The below charges are only applicable to the following Parrot Products branches:

- Johannesburg
- Cape Town
- Durban

Note: Should you be in a different region or require applicable charges for a different region – please contact the appropriate Parrot Products branch. All contact details are available from our website.

<https://www.parrot.co.za/contact>

Travel Charges

When is Travel Free?

Travel is **ALWAYS** free within a 100km radius from the Parrot Branch.

When is Travel Charged?

Travel is **ALWAYS** charged for every 100km over the initial 100km that is free. This charge is applicable to travel to and from the destination. Also note the distance is always **rounded up** to the nearest 100km mark.

Applicable product Code

Use the following product code to provide a quote: TRAVELIWB

Example

Distance to destination = 125km

Roundup destination distance = 200km

Distance to and from destination = 400km

Free distance = 100km

Distance free to and from destination = 200km

Subtract the free distance = 400km – 200km

Total Distance Charged = 200km

Quote = 2 x TRAVELIWB

Remote Support Charges

When is remote support free?

Remote support is **ALWAYS** free.

Call-Out Charges

When is a call-out free?

A support call-out is free when all of the following criteria is ticked:

- The product is still under warranty
- The product was installed by Parrot Products

When is a call-out charged?

A support call-out is charged when anyone of the following criteria is ticked:

- The product is not under warranty
- The product was not installed by Parrot Products

Note: It's in the customer's best interest to have a Parrot Products installation team complete the installation.