

# RGO SERVICE PLANS

RGO's Operations team consists of approximately 40 in-house full-time service personnel operating in accordance with our core values: passion, trust, competence and efficiency. This approach allows us to continue to support customers throughout the life cycle, maintaining the value of these assets.



## BRONZE SERVICE

All bronze level agreements come with the following:

One hour onsite Asset Assessment annually

Onsite consulting and quotes

One annual scheduled service call

Upholstery cleaning of up to a maximum of 6 regular office chairs annually

5% parts discount

5% reduction in labour rates

\*After-hours services are subject to additional fees

## SILVER SERVICE

All silver level agreements come with the following:

One hour onsite Asset Assessment bi-annually

Onsite consulting and quotes

5 business day turn around on service calls

Upholstery cleaning of up to a maximum of 12 regular office chairs annually

10% parts discount

10% reduction in labour rates

4 hours monthly of onsite asset maintenance (e.g., moves, ergonomic adjustments and minor touch-ups)

\*After-hours services are subject to additional fees

## GOLD SERVICE

All gold level agreements come with the following:

One hour onsite Asset Assessment quarterly

Onsite consulting and quotes

3 business day turn around on service calls

Upholstery cleaning of up to a maximum of 32 regular office chairs annually

15% parts discount

15% reduction in labour rates

8 hours monthly of onsite asset maintenance (e.g., moves, ergonomic adjustments and minor touch-ups)

10% rate reduction in offsite storage and asset management

\*After-hours services are subject to additional fees