

Standard Terms & Conditions

Written Contracts

For larger jobs and first-time customers, we generally require written approval of a quote or estimate before work is performed. For established customers and most small repairs, written authorization to proceed is sufficient.

Billing- New Accounts

Half the cost of flat-rate work is payable in advance, the remainder is billed in arrears on a net-30 basis. For work billed under the Schedule of Standard Charges or per a written estimate, parts & materials charges in excess of \$500 are payable in advance and all other costs are billed in arrears on a net-30 basis.

Billing- Established Accounts (3+ billing cycles)

All costs are billed in arrears on a net-30 basis. Invoices are issued on the first day of the calendar month following the work performed. We can and do issue off-cycle invoices for customers who prefer that arrangement.

Forms of Payment

Check, cash, ACH, and Fed wire are accepted.

Commercial warranty

Mechanical work for commercial accounts is warranted for 90 days following completion. Solanum, LLC reserves the right to disclaim this warranty before starting work if the machine is not in good operating condition and we have not been hired to address all known problems with it. Please note as well that the warranty is always disclaimed if, after completion of work, the machine cannot be started using the factory controls due to a cause other than the work performed.

Past Due Accounts

10% per month charge added to pre-tax balance, plus administrative time billed at "Research" rate applicable in that quarter.

FAQ

While you're here, can you...

We are happy to help with *any* service needs that arise, but after we find out what they are it may take several days for us to get you on the schedule and arrange any other logistics needed. Generally, we cannot honor requests for immediate service that are made to our technicians in the field. This policy enables us to honor scheduling commitments made to other customers and to you.

Can you give me a bill before you leave, so I can pay you now?

We do accept payment in the field and will issue a receipt for it, but the account is still subject to adjustments since final invoices are never issued in the field. We strongly advise waiting until you receive your bill.

Can I pay you with Venmo?

No.

Should I move the machine inside? It's supposed to rain/snow when you're coming.

Please leave the machine outside, unless your shop is big enough for our truck too. Inclement weather is ordinary and expected in our work. The closer our truck can get, the faster we can complete the job- in our experience, having to park our truck more than a few steps away from your machine can increase labor time by as much as 40%.

Do you need to reschedule? It's supposed to rain/snow/etc. when you're coming.

See above. It's just water.

My guy can get that part for less, can you just install it?

Yes. Some customers with experienced in-house parts personnel save money by taking advantage of existing relationships with parts suppliers, and we are fine with this. We strongly recommend against ordering your own parts in other situations though, and we do not warrant any repairs made with customer-supplied parts.