

First Class MasterCraft

Standard Service Agreement

For Partner Companies & On-Site Repair Dispatch

1. Scope of Services

First Class MasterCraft provides premium on-site inspection, repair, and restoration services across NYC, Westchester, Bergen, Rockland, and surrounding areas. Services include:

- Upholstery and cabinetry repair
- Damage assessment and reporting
- Warranty restoration
- Branded before/after documentation
- Dispatch coordination and technician support

2. Service Zones & Pricing

Local Zone (Fort Lee & Bergen County)

****One Technician****

Service Type	Price	What's Included
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Inspection Only	\$175	Visit + evaluation (up to 30 minutes)
Minor Repair (30 min)	\$175	Includes inspection + quick repair
Extended Repair (60 min)	\$275	Includes inspection + full 1-hour repair
Extra Time (each 30 min)	+\$75	Charged only if repair takes longer

****Two Technicians (Heavy Items)****

Service Type	Price	What's Included
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Inspection Only	\$175	Visit + evaluation (up to 30 minutes)
Minor Repair (30 min)	\$250	Includes inspection + quick repair
Extended Repair (60 min)	\$375	Includes inspection + full 1-hour repair
Extra Time (each 30 min)	+\$150	Charged only if repair takes longer

Extended Zone (NYC, Westchester, Rockland)

****One Technician****

Service Type	Price	What's Included
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Inspection + First 30 min	\$225	Includes travel, evaluation, and minor repair
Extended Repair (60 min)	\$315	Includes inspection + full 1-hour repair
Extra Time (each 30 min)	+\$90	Charged only if repair takes longer

****Two Technicians (Heavy Items)****

Service Type	Price	What's Included
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Inspection + First 30 min	\$295	Includes travel, evaluation, and minor repair
Extended Repair (60 min)	\$445	Includes inspection + full 1-hour repair

| Extra Time (each 30 min) | +\$180 | Charged only if repair takes longer |

3. Payment Terms

- Net 15 or Net 30 terms based on contract volume
- Invoices issued upon completion of service
- All service fees and parts are subject to applicable state and local sales tax

4. Dispatch & Response

- Work orders are dispatched upon signed agreement
- 48-hour response window for approved service requests
- Emergency dispatch available upon request (additional fees may apply)

5. Liability & Scope

- Liability is limited to the scope of repair or restoration
- First Class MasterCraft is not responsible for pre-existing damage or structural failure
- All repairs are documented with branded before/after reporting

6. Termination Clause

- Either party may terminate this agreement with 15 days written notice
- Outstanding invoices must be paid in full prior to termination

7. Signature & Agreement

By signing below, the partner company agrees to the terms outlined above and authorizes First Class MasterCraft to perform services as requested.

****Partner Company****

Name: _____

Signature: _____

Date: _____

****First Class MasterCraft****

Authorized Representative: _____

Signature: _____

Date: _____