



Customer Service Policy

Mars Mineral can supply qualified installation, erection and start-up technicians for the commissioning of our pelletizing equipment and systems. The following rates are for service within the continental U.S.A.

1. Rates

| | |
|------------------------------|--|
| Week Days | \$900.00/day (\$112.50/hour) |
| Saturdays and Overtime | \$170.00/hour |
| Sundays and Holidays | \$195.00/hour |
| Travel Time | \$55.00/hour Week Days |
| | \$85.00/hour Saturdays, Sundays & Holidays |
| Minimum charge | One, eight (8) hour day |

2. Travel Expense

The actual travel expense incurred by our employee, from the time he leaves to the time of his return, will be invoiced at cost. This cost will include air fare, vehicle rental and/or mileage, tolls etc.

3. Living Expense

Living expenses such as hotel and meals will be invoiced at cost.

4. Delay in Performance of Duties

If, because of local practices, strikes, or other reasons beyond our control, a Mars Mineral technician is prevented from performance of his duties, you will be charged at the applicable rate during idle hours. In such a case you may either instruct him to return home, thereby minimizing additional charges, or if you feel the situation will be of short duration, you may accept the extra expense of having him wait.

5. Summary

We suggest, when our technician is working in your plant, you assign one of your own people to be instructed in the proper operation and maintenance of our equipment.

MARS MINERAL

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