



1st April 2025

## SERVICE RATES

We, at Ravenwood Packaging Ltd, believe we offer service and support that is second to none at a competitive price.

Unfortunately, due to increased costs and exchange rate variations we can no longer sustain our level of service without making certain changes to the way we operate and adjusting our prices accordingly. As a result, I am writing to advise you that as from 1<sup>st</sup> April 2025 there will be a price increase. Engineering charges will be as detailed below.

Monday - Friday 08.00 until 17.00:	<b>£95.00</b> per hour
Monday - Friday 17.00 until 08.00:	<b>£142.50</b> per hour
Saturday - All day:	<b>£190.00</b> per hour
Sunday - All day:	<b>£190.00</b> per hour
Travel - Charged as above plus:	<b>£0.85</b> per mile

No part hours are charged for either labour or travel. Please note all accommodation/flights etc (if required) will be charged at cost per call, All prices are + VAT.

We will require an order number prior to an engineer attending site or spare parts being dispatched to speed up and aid the invoicing process.

Please do not hesitate to contact me if you require any further information.

We would like to take this opportunity to thank you for your valued business and wish you every success for the future.

Kind regards

**Rob Knight**

Service Manger

[Rob@ravenwood.co.uk](mailto:Rob@ravenwood.co.uk)