



# BIG HAIRY DOG RENT-A-TECH FORM

Fax to Service Dept. 916-368-1411

**Company:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **Retail Pro Version:** \_\_\_\_\_

**ASSIGNED RENT-A-TECH:** \_\_\_\_\_

Do you have a physical inventory coming up? If so, you can have a technician on standby to handle any unforeseen problems that may occur after our normal technical support hours (see below for normal tech support hours). This service is not limited to physical inventories; you may also Rent-A-Tech for store openings, big sales, offsite or other major events.

You will be billed one (1) hour at your regular hourly rate for each calendar day you have the Rent-A-Tech on call (Monday-Friday, non-holidays). You will be billed two (2) hours at your regular hourly rate each weekend day and holiday you have the tech on call (Sat., Sun. & Holidays). This covers the cost for the tech to carry a pager and be on call specifically for your company's needs. Additionally, any phone time spent with the technician will be billed to your account by the minute and at the appropriate rate (as with regular tech support).

PLEASE NOTE: ALL PAGER CALLS ARE BILLABLE AT THE AFTER HOUR RATES WHICH APPLY.

BHD hours of business are as follows: (Rent-A-Tech is only available before or after these hours.)

Monday through Friday	6:00 A.M. to 6:00 P.M. Pacific Standard Time
Saturday	9:00 A.M. to 5:00 P.M. Pacific Standard Time
Sunday	9:00 A.M. to 2:00 P.M. Pacific Standard Time
Holidays	8:00 A.M. to 5:00 P.M. Pacific Standard Time (Hours may vary)

**Pager Instructions:** Assigned Tech: \_\_\_\_\_ To contact tech, call \_\_\_\_\_.

You will hear three (3) beeps. Enter your area code & phone no. and press #. You will hear a beep, signaling that you may hang up. Repeat process to confirm the page went through.

**RATES ARE AS FOLLOWS:**

	<u>Member Rates</u>	<u>Non-Member Rates</u>
Certified Technicians	\$125.00/hour	\$175.00/hour
♦ After Hours	\$187.00/hour	\$265.00/hour
Weekend Rates	\$185.00/hour	\$265.00/hour
♦ After Hours	\$250.00/hour	\$350.00/hour
Holiday/Non-Business Hours	\$250.00/hour	\$350.00/hour
♦ After Hours	\$315.00/hour	\$435.00/hour

\_\_\_\_\_ (Name) from \_\_\_\_\_ (Company) request a Rent-A-Tech on the following date/time:

Date: \_\_\_\_\_ Time: \_\_\_\_\_ am/pm to \_\_\_\_\_ am/pm Time Zone: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ am/pm to \_\_\_\_\_ am/pm Time Zone: \_\_\_\_\_

Brief Description of need for Rent-A-Tech: \_\_\_\_\_

I agree to pay the terms outlined above.

Signature/Title: \_\_\_\_\_ Date: \_\_\_\_\_