

## Mobile Glassblowing Studios Customer Support

We recognize that you may need support in assembling or running your Dragon, and we will do our best to help you get everything dialed in. **We offer complimentary support via [email](mailto:mobileglassblowingstudios@gmail.com), [phone](#), [Skype](#), or [Facetime](#) for normal setup and operational assistance. In order to help us serve you better, please schedule an appointment with us by emailing [mobileglassblowingstudios@gmail.com](mailto:mobileglassblowingstudios@gmail.com). This will allow us to be prepared to help you with the correct information about your equipment specifications.** We also offer on-site support, in-factory maintenance, and more as described in the sections below.

**\*\*As per our Limited Warranty, you MUST fully inspect your shipment immediately upon arrival, prior to signing the bill of lading, even if you do not plan to run your equipment right away. If you do not indicate damage and/or missing items on the bill of lading upon receipt, you may forfeit any possible recourse in reconciling such issues.**

Please note: Our support team will field questions regarding the normal recommended use of our equipment as described on this website and in your Owner's Manual. Any issues related to modifications to your equipment or its use outside the recommended parameters cannot be addressed by our technicians. Our service technicians are not licensed electricians or plumbers and will not provide support that requires a licensed professional. Please refer to our [Limited Warranty](#) for more information.

### **On-Site Support (at Client Location): Applies to Set-up/Operational Training, Technical Support and Rebuilds**

- Full Week Day: \$600/8-hour day. \$75/additional hour. Availability for additional hours is at the discretion of the technician. Travel charges are additional as outlined below.
- Full Weekend or Holiday Day: \$800/8-hour day. \$100/additional hour. Availability for additional hours is at the discretion of the technician. Travel charges are additional as outlined below.
- Half Week Day: \$300/4-hour day (minimum). \$75/additional hour. Availability for additional hours is at the discretion of the technician. Travel charges are additional as outlined below.
- Half Weekend or Holiday Day: \$400/4-hour day (minimum). \$100/additional hour. Availability for additional hours is at the discretion of the technician. Travel charges are additional as outlined below.

### **Travel Charges**

- Travel time is billed at \$40/hour on weekdays, \$65/hour for weekends and holidays.
- Travel expenses are billed at cost, and may include airfare, mileage reimbursement, vehicle and/or trailer rental.
- Lodging and meals will be billed at a per-diem rate based upon the service area.
- Additional charges: may include technical support calls, reimbursement for purchase of supplies or equipment, or other expenses pertinent to client support and service.
- Additional charges will be discussed with the client prior to invoicing.

### **Equipment Pickup**

- Equipment can be scheduled for pickup at 505 West Lamar Street in Americus, GA.
- Clients are responsible for providing their own trailer or means of transport for their equipment.
- Assistance will be provided to the client as needed for loading equipment onto vehicle or trailer for transport.
- A concise optional setup demonstration including assembly and basic operation of equipment is included in the invoiced price for pickup. Client must indicate in advance that this is a planned component of pickup.
- Setup demonstration will be performed by Mobile Glassblowing Studios technicians on an existing floor model, which may differ from the client's purchased model, but will be comparable in operating procedures.
- Clients who opt for the setup demonstration should allow a minimum of 5 hours in addition to time needed for loading equipment onto client's vehicle or trailer. Activities within that time may vary.
- Clients are responsible for any costs associated with pickup including travel, fuel, lodging, and meals.
- Picked up equipment will be subject to 8% sales tax according to GA state law.

### **In-Factory Maintenance**

- Clients can ship or drop off their equipment, at their own cost, to our factory in Americus, GA for routine maintenance such as crucible replacement.
- Equipment must be in crate(s) or heavy-duty secure packaging. Loose equipment will not be accepted. If the shipping materials cannot be reused for returning repaired equipment, there may be additional packaging/crating fees.
- Clients must receive written confirmation from an authorized Mobile Glassblowing Studios representative prior to shipping or dropping off any equipment to the factory. Unauthorized shipments or drop-offs may be refused.
- The cost of maintenance tasks is the responsibility of the client and will depend on the type and amount of work required. A quote will be provided to the client in advance, along with estimated lead time for completion of work beginning from the date received by Mobile Glassblowing Studios.
- The initial quote must be paid in full by the client prior to the commencement of any repair or maintenance work, aside from any unexpected additional costs which arise during the work, which will be discussed with the client if and as they arise.
- The client will be responsible for shipping costs to return equipment to their location.

### **Payment Terms**

- On-Site Support fees: The full invoice including technician service, travel expenses, lodging, meals, and supplies/materials is due at the time of scheduling and is non-refundable.
- Any changes by the client to the established schedule which result in additional costs (such as airfare change fees, hotel change fees, etc.) will be the responsibility of the client and are due immediately.
- Any additional supplies or materials needed on-site must be purchased by the client.
- Clients will receive clear, itemized invoices for all support charges. Any questions must be addressed with Mobile Glassblowing Studios representatives prior to the invoice due date. Once the invoice is paid or the due date has arrived, the client assumes full responsibility for the charges.
- Unpaid invoices beyond thirty (30) days from the support date will be subject to 3% monthly interest charges.