

## **NOTICE OF RATE INCREASES FOR 2021**

As 2020 comes to a close, we want to take a moment to thank our customers for another year of trust in our service. When we rolled up our doors five years ago, our goal was to establish a reputable business through excellent service with competitive rates. Through a committed effort and the loyalty of our customers, we have done so, and we look forward to continuing to serve you in the future.

2020 has been a difficult and challenging year for all of us. We had determined not to increase our rates for 2020 and were able to avoid any increases throughout the year despite financial challenges resulting from the pandemic. However, due to continued increasing overhead costs, we have determined some changes and increases will be necessary beginning January 1, 2021:

Tractor Labor: \$100.00 per hour

Trailer Labor: \$80.00 per hour

Software Diagnosis: \$120.00

Combination Parking: \$100.00 per month

In addition to the above, DJ's will be implementing a shop supply charge as a percentage of labor to offset the cost of supplies used and DJ's will no longer install parts provided by customers. This decision has been made due to the down time we incur if parts are incorrect or damaged, having to be corrected by the customer. And yes just like every repair shop we do have a markup on parts to help cover our cost.

We have made every effort to keep our rate increases to a minimum, and these rates remain very competitive in the Triad area. We remain committed to providing excellent service to our customers and the continued development of our business. We appreciate your continued support and business.