



Good service doesn't just happen! When our professional service technician knocks on your door, many costs have been incurred just to get him there, ready to do the job.



Insurance —Trucks, Liability, Fire, Theft, Property,



Specialized Training



Periodic Literature, Courses, & Refreshers



Truck Maintenance and Operations — Gas, Oil, Tires, etc.



Test Equipment



Taxes, Income, Business Property, Social Security, Employment Compensation



Trucks (ladders, etc.)



Service Management Administration



Advertising — Social Media, Radio, Newspaper, etc.



Tools



Warehouse, Shop, and Office Rent



Office Equipment



Utilities



Stationary, Office Supplies, Postage



Office Staff



Business Expense —Legal Counsel, Recruitment, etc.



Employee Benefits



Computerization



Stock of Replacement Parts



Quality Control

Don't Judge Service Charges Solely by the Time our Professional Spends in Your Home!

When our Service Professional arrives at your home, it takes many important decisions and costs to get our vehicle and materials on site to complete the job to your satisfaction. Consider that the professional at your home has undergone many hours of initial training, as well as a variety of on-going training and study programs to keep up-to-date with current technology.

At **Top-Tier Mechanical**, we take great price in providing the most up-to-date training to our professionals so you can have the peace of mind that the work was performed well and to your satisfaction.

Like a doctor, who has an office, a staff, and the need to keep updated on the latest practices in medicine, we too have these hidden costs associated with keeping our Service Professional in peak condition to service your home at the highest level. We stand behind our Top-Tier service!

So, when you see your Service Professional at work, please understand there is much more that goes into performing the work professionally, so you remain a loyal, and valued customer of **Top-Tier Mechanical**.