

Call-out fee and price list

The sheet the office reads from on the phone and the customer sees before booking. If it is not on here, it is not a surprise you are allowed to spring.

Business	_____	Prices reviewed (date)	_____
Valid from	_____	All prices incl GST unless stated	_____

1. Call-out and hourly rates

	STANDARD HOURS (MON TO FRI, 7.30AM TO 5PM)	AFTER HOURS AND SATURDAY	SUNDAY, PUBLIC HOLIDAYS, EMERGENCY
Call-out fee (covers travel and the first ____ minutes on site)			
Tradesperson, per hour after the first ____ minutes			
Apprentice, per hour			
Minimum charge			
Time billed in blocks of	15 min	15 min	30 min

How the clock works: time starts when we arrive at the site and stops when we leave. Travel to collect parts is charged at the hourly rate only when the part could not have been carried. Quoted jobs are fixed price; the hourly rates above apply to diagnostic work, repairs and anything not quoted. We tell you the call-out fee and the rate before booking, every time.

2. Common jobs, fixed prices

Fill in the jobs you do most. A fixed price for the ten most common jobs removes most of the pricing conversations in a week.

JOB	INCLUDES	PRICE (INCL GST)	USUAL TIME

3. Materials and extras

	HOW IT IS CHARGED
Materials and parts	At cost plus ____%, shown as a separate line on the invoice
Disposal and skip fees	At cost
Council fees and inspections	At cost, listed on the quote
Cancellation with less than 24 hours notice	\$____ (see our cancellation policy)
Payment terms	Due within 7 days of invoice; deposit of ____% on jobs with materials to order

Prices shown to customers must be accurate and not misleading (Fair Trading Act 1986). A call-out fee that is only mentioned on the invoice is the kind of conduct the Act is written for. Checked 9 October 2026. Across 20,286 publicly posted NZ trade reviews, overcharging is the top complaint theme in negative reviews (about 7% for electricians and plumbers) while transparent pricing is praised in about 23% of positive reviews. Same sheet, both outcomes.