

Annex A – Standard Fees & Diagnostic Rates

Effective Date: 2025-08-13 • Currency: ZAR

1) Purpose & Scope

This Annex sets the official, rarely-changing fee schedule for Digissential. All amounts are in South African Rand (ZAR) and are disclosed in accordance with the Consumer Protection Act (CPA). Temporary promotions (e.g., free diagnostics) do not alter these baseline rates and are documented separately for marketing and invoicing purposes.

2) Definitions

- Labour (Standard / After-Hours): Technician time billed in 30-minute increments.
- Diagnostic Fee: Fixed assessment fee (non-refundable; may be credited if repair proceeds at the Company’s discretion).
- On-Site Surcharge: Additional fee to perform work at a client location.
- Expedited Service: Prioritised handling ahead of standard queue.
- Parts Mark-Up: Margin (15–25%) to cover sourcing, logistics, and warranty handling.

3) Service Rates

A. Core Services

Service	Rate	Notes
Diagnostic (In-Shop)	R150	Non-refundable. May be credited if repair proceeds (discretionary).
Hardware Diagnostics (Extended)	R250	Multi-component tests (memory, SMART, thermals).
Virus & Malware Removal (Basic)	R550	Up to 60 mins; +R150 per extra 30 mins.
Speed-Up / Tune-Up	R350	Debloat, startup optimisation, browser clean-up, updates.
Windows OS Reinstall (No Backup)	R650	Format, drivers, updates, basic config.
Windows OS Reinstall + Data Backup	R900	Up to 100GB; +R100 per extra 50GB.
Remote Support Session	R350/hr	Billed per 30 mins (min 30 mins).

B. Software Services

Service	Rate	Notes
Software Install (Standard)	R180	1–3 apps; license verification required.
Software Install (Bulk)	R300	4–8 apps with configuration.
Driver Installation	R180	Includes download, install & verification.
Password Reset (Windows Local)	R250	ID verification required; excludes online resets.
Email Setup	R200	1 account on 1 device; +R80 per extra device/account.

C. Security & Backup

Service	Rate	Notes
Cybersecurity Hardening	R450	AV/Firewall config, update policy, safe-use baseline.
Data Backup (Basic)	R350	Up to 50GB to client storage; +R100 per extra 50GB.
Data Backup (Full System Image)	R650	Disk image for disaster recovery to client storage.
Data Recovery (Simple / Logical)	R500	No disassembly; best-effort only. Complex quoted separately.

D. Hardware Services

Service	Labour Rate	Notes
Component Replacement Assistance	R400	RAM/SSD/HDD/PSU/GPU/Key board etc. (labour only).
Laptop Screen Replacement	R650	Labour only. Part quoted separately.
Laptop Keyboard Replacement	R450	Labour only. Part quoted separately.
Thermal Paste & Deep Clean	R350	Disassemble, clean, repaste, airflow check.

E. Networking & Peripherals

Service	Rate	Notes
Wi-Fi/Network Setup	R350	Router/AP config, security, optimisation.
Printer Setup	R200	Install & test on 1 device; +R80 per extra device.

F. Remote & On-Site Logistics

Service	Rate	Notes
Remote Support Setup	R150	Install & configure remote tool; short tutorial.
On-Site Surcharge (within 20km)	R300	Plus R8/km thereafter (round-trip). Parking/tolls at cost.
Pickup/Drop-off (within 10km)	R150	Logistics only; not a diagnostic.
Expedited Service Fee	R500	Prioritised next-business-day commencement (subject to parts).

G. Custom Builds & Consulting

Service	Rate	Notes
Custom PC Build Advice	R350	Parts list, compatibility and performance targeting.
PC Assembly (Full Build)	R1 200	Assemble, cable manage, stress-test. Client or Company parts.
OS, Drivers & Burn-In Add-On	+R300	Imaging, drivers, BIOS check, stability validation.

H. Time-Based Labour

Window	Rate	Notes
Standard Hours Labour	R450/hr	Billed per 30-minute increments (minimum 30 mins).
After-Hours / Emergency Labour	R650/hr	Weekdays after 17:30, weekends, public holidays.

4) Conditions & Notes

- VAT / Taxes: Prices include VAT only if the Company is VAT-registered; otherwise deemed VAT-exclusive.
- Parts & Consumables: Billed separately unless expressly included. Parts mark-up 15–25% to cover sourcing, logistics and warranty handling.
- Minimum Billing: Time-based work bills in 30-minute increments (minimum 30 minutes).
- Data Volumes: Backup/restore surcharges apply per additional 50GB beyond inclusive thresholds.
- On-Site Work: Surcharge applies; additional fees for restricted access or unsafe conditions. Client to provide safe workspace, power and internet where required.
- Quotes & Validity: Quotes valid 14 days; subject to supplier and FX changes. Client approval required if cost exceeds approved quote by more than the greater of R500 or 10%.

- Turnaround: Timeframes are estimates only; no guarantees. See Force Majeure and Turnaround clauses in the Master Legal Policies.
- Diagnostics: Diagnostic fees are non-refundable; may be credited against repair at the Company's discretion. Promotions do not amend baseline rates in this Annex.
- Remote Support: Requires stable internet; the client is responsible for network security. See Remote Services clause in the Master Legal Policies.
- Data Recovery: Best-effort only; no guarantee of completeness/integrity. Complex or hardware-level recovery is quoted separately.
- Annex Updates: Reviewed annually; material changes communicated with 30 days' notice pursuant to the Master Legal Policies.