

## Rate Card

Standard hourly and out-of-hours charges for development, support and consultancy.

### Hourly rates

Rate	When it applies	Multiplier	Hourly rate
Standard	Monday to Friday, 9am to 5pm UK time	1.0 x	£80.00 + VAT
Out of hours	Weekdays before 9am or after 5pm	1.5 x	£120.00 + VAT
Weekend or bank holiday	Saturdays, Sundays and UK bank holidays	2.0 x	£160.00 + VAT

Day rate (7 hours, standard): £560.00 + VAT

### Rate tiers

The rates above apply to standard direct work. Different rates apply for agency partners and retainer clients, as set out below. Out-of-hours multipliers (shown above) apply to whichever rate is in force.

Tier	When it applies	Committed (per hour)	Overage (per hour)
Standard direct	Direct end clients, ad-hoc work	£80 + VAT	£80 + VAT
Direct retainer	Direct clients with committed monthly hours	£70 + VAT	£80 + VAT
Agency partner	Agencies reselling our time, ad-hoc or retainer	£70 + VAT	£70 + VAT

*Retainer committed hours are reserved monthly and charged whether or not fully used. Unused committed hours cannot be carried over to the following month. Work beyond the monthly committed allocation is charged at the applicable overage rate. Specific client arrangements may differ from these tiers where agreed in writing.*

## **How time is billed**

- All work is billed in 15-minute increments.
- All rates are exclusive of VAT.
- Time spent on calls, meetings, emails and travel to or from client sites is charged at the applicable hourly rate.
- Initial discussions about upcoming work, new projects or estimates are not charged, provided they remain within one hour.

## **What's included in the hourly rate**

Quoted costs cover analysis, design, development, testing, bug fixing and deployment.

## What's not included

The following are not covered by the hourly rate. Where they are required, costs will be agreed with the client in advance:

- Software licences and hardware.
- Hosting and domain registrations.
- Stock images and third-party services or subscriptions.
- Ongoing maintenance and support, unless a fixed price or support contract is agreed in writing.

## Out-of-hours and weekend support

Standard support is provided Monday to Friday, 9am to 5pm UK time. Requests outside these hours are handled on a best-endeavours basis and charged at the rates shown above.

Response times during standard hours are based on incident priority:

Priority	Description	Target response
Critical	Problem affecting all users (for example, website down)	4 hours
High	Problem affecting most users (major bugs and issues)	1 working day
Medium	Problem affecting several users (medium bugs and issues)	3 working days
Low	Problem affecting one user (minor bugs and issues)	5 working days

## Authorisation and scope

- All work must be authorised by the client in writing, with the scope agreed in advance.
- Work requested without prior written authorisation will be charged at the applicable hourly rate.
- Changes to the agreed scope after authorisation may incur additional charges at the hourly rate.
- For larger projects, an upfront payment of 50% may be required prior to work commencing.

## Payment terms

- Invoices are payable within 30 days of issue.
- Invoices not paid within 30 days will incur a late payment fee.
- Pricing may be reviewed based on demand and the complexity of the work.

These rates are provided for information and do not replace the full Terms and Conditions, which are available at <https://www.nevitech.co.uk/terms-and-conditions/>.