

Pricing & Call-Out Policy

Leisure Vehicle Electrical Specialists

www.voltforge.co.uk

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Labour Rate

Item	Rate
Standard Labour Rate	£75.00 + VAT per hour
Minimum Charge	1 hour (applies to all visits)
Assessment Fee	£75.00 + VAT (1 hour minimum — credited in full if work proceeds)
<i>The assessment fee is credited in full against your invoice if you proceed with work following the visit. No hidden charges, no surprises.</i>	

Free Travel Zone

Item	Threshold
Free Travel Zone	Within 30 minutes of Blyth NE24
<i>Travel time is calculated using Google Maps estimated drive time from Blyth NE24, departing at 09:00 on Wednesday 5th March 2026 — used as a fixed, arbitrary benchmark for consistency. Route classification is determined by Voltforge and will always be applied in the customer's favour where borderline. Traffic incidents and delays beyond our control are absorbed by Voltforge — no surcharges will be applied. Voltforge reserves the right to amend the benchmark date where major roadworks or infrastructure changes significantly affect journey times on relevant routes. Any such amendment will be published on our website with reasonable notice. Voltforge will always endeavour to select the most sustainable route appropriate to the vehicle being used. A Google Maps screengrab illustrating our free travel zone is available on request s published on page 3 of this document.</i>	

Travel Charges — Beyond Free Zone

Item	Rate
Travel Time	£35.00 + VAT per hour — charged on a round trip basis (outward and return journey) beyond the free zone
Mileage	45p per mile — no VAT (HMRC approved rate) — charged on a round trip basis
Free Mileage Zone	The first 10 miles from Blyth NE24 are free each way (20 miles free per round trip). Mileage is charged only on distance beyond 10 miles each way. Distance determined by Voltforge using Google Maps on the day of travel. Where borderline, always applied in the customer's favour.
Incidental Costs	All incidental travel costs (tolls, parking fees, congestion charges etc.) will be recharged at cost with no markup. Receipts available on request.
Goodwill Waiver	Voltforge reserves the right to waive minor travel charges at its discretion. Any such waiver will be confirmed in writing at the time of booking.

Illustrative Examples

The following examples illustrate how the policy applies in practice. All figures are approximate and based on Google Maps estimated drive time from Blyth NE24 departing at 09:00 on Wednesday 5th March 2026 (our fixed benchmark date). The first 10 miles each way (20 miles per round trip) are always free of mileage charge.

Example 1: North Shields

Route: Urban | Distance: ~10 miles | Drive time: ~27 minutes | Zone: Within 30-minute urban free zone

Item	Approximate Cost
Travel Time	FREE — within urban free zone
Mileage (10 miles each way — fully within free zone)	FREE — no chargeable miles
Assessment Fee (1hr minimum)	£75.00 + VAT
Less: assessment credit if proceeding	-£75.00 + VAT
Net cost to customer if proceeding	Labour only — no travel charges

Example 2: Darlington

Route: Mixed A-road / urban | Distance: ~53 miles | Drive time: ~1hr each way | Zone: Outside free zone

Item	Approximate Cost
Chargeable Mileage	106 mile round trip – 20 free miles = 86 chargeable miles
Mileage Charge (86 miles @ 45p)	£38.70 — no VAT
Travel Time (approx. 2hrs round trip @ £35)	£70.00 + VAT
Assessment Fee (1hr minimum)	£75.00 + VAT
Less: assessment credit if proceeding	-£75.00 + VAT
Net travel cost if proceeding	£108.70 (mileage no VAT + £70.00 + VAT travel time)

Example 3: Amble

Route: A1068 coast road | Distance: ~14 miles | Drive time: ~25 minutes | Zone: Within 30-minute free zone

Item	Approximate Cost
Travel Time	FREE — within 30-minute free zone
Mileage (28 mile round trip – 20 free miles = 8 chargeable miles @ 45p)	£3.60 — no VAT
Assessment Fee (1hr minimum)	£75.00 + VAT
Less: assessment credit if proceeding	-£75.00 + VAT
Net cost to customer if proceeding	Labour + £3.60 mileage — likely waived as goodwill

VAT

Item	VAT Treatment
Labour	VAT applicable at prevailing rate
Travel Time	VAT applicable at prevailing rate
Mileage	No VAT — HMRC approved mileage reimbursement
VAT Number	GB4860435

