

Sections in this Pricing Plan

Click to navigate

Service Areas

Standard Pricing (Monday to Saturday)

Sunday & Bank Holiday Pricing

Cancelled Appointments

Aborted Appointments

Other Services & Charges

Payment Terms

AxTechWorks Consult & Support Pricing Plan

Pricing effective from 10/03/2026 *

All prices published inclusive of VAT

AxTechWorks Services are provided only in the service availability zones as per the table below. We are unable to provide services outside of the zones listed below.

Zone	Zone A	Zone B	Zone C	Zone D
Radius from DN1	Up to around 5 miles from Doncaster (DN1)	Between around 5 miles to 10 miles from Doncaster (DN1)	Between around 10 miles to 20 miles from Doncaster (DN1)	Between around 20 miles to 30 miles from Doncaster (DN1)
Additional Information	Services available in this zone, please contact us to make a booking.	Services available in this zone, please contact us to make a booking.	Services available in this zone, please contact us to make a booking.	We generally do not offer services in this zone due to increased costs and the total price for the service. Services in Zone D are offered on a case-by-case basis. We have published pricing for this zone in case the services are provided.

Detailed information about the service zones is available on our website - [Our Service Area | AxTechWorks](#)

The Standard Pricing for the Consult & Support service applies *Monday to Saturday 08:00 – 21:30 (excluding bank holidays)*. All appointments are at least 30 minutes long.

The total price consists of 2 components:

- **Engineering Visit Charge** – the cost of traveling to your premises based on the Zone you are located in. Zone information is available on [Page 2](#).
- **Engineering Time Related Charge band** – The cost of time spent at your premises.

Both components need to be added up to form a full price for the service.

Line Item	Price
C&S Engineering Visit Charge - Zone A	£ 12.00
C&S Engineering Visit Charge - Zone B	£ 22.00
C&S Engineering Visit Charge - Zone C	£ 33.00
C&S Engineering Visit Charge - Zone D	£ 45.00



Line Item	Price
C&S Engineering Time Charge Band - 30 Minutes	£ 22.00
C&S Engineering Time Charge Band - 45 Minutes	£ 34.00
C&S Engineering Time Charge Band - 60 Minutes	£ 46.00
C&S Engineering Time Charge Band - 75 Minutes	£ 57.50
C&S Engineering Time Charge Band - 90 Minutes	£ 69.00
C&S Engineering Time Charge Band - 105 Minutes	£ 79.00
C&S Engineering Time Charge Band - 120 Minutes	£ 91.00
C&S Engineering Time Charge Band - 135 Minutes	£ 101.50
C&S Engineering Time Charge Band - 150 Minutes	£ 114.00
C&S Engineering Time Charge Band - 165 Minutes	£ 122.00
C&S Engineering Time Charge Band - 180 Minutes	£ 132.00

This Price Plan for the Consult & Support service applies on *Sundays and Bank Holidays only*. All appointments are at least 30 minutes long.

Sundays and Bank Holidays are not standard operating days, however, where engineer availability permits, we may be able to accommodate requests subject to enhanced rate card shown below.

The total price consists of 2 components:

- **Engineering Visit Charge** – the cost of traveling to your premises based on the Zone you are located in. Zone information is available on [Page 2](#).
- **Engineering Time Related Charge band** – The cost of time spent at your premises.

Both components need to be added up to form a full price for the service.

Line Item	Price
C&S Engineering Visit Charge - Zone A (Sundays & Bank Holidays)	£ 20.00
C&S Engineering Visit Charge - Zone B (Sundays & Bank Holidays)	£ 35.00
C&S Engineering Visit Charge - Zone C (Sundays & Bank Holidays)	£ 55.00
C&S Engineering Visit Charge - Zone D (Sundays & Bank Holidays)	£ 75.00

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Line Item	Price
C&S Engineering Time Charge Band - 30 Minutes on Sundays & BHs	£ 44.00
C&S Engineering Time Charge Band - 45 Minutes on Sundays & BHs	£ 68.00
C&S Engineering Time Charge Band - 60 Minutes on Sundays & BHs	£ 92.00
C&S Engineering Time Charge Band - 75 Minutes on Sundays & BHs	£ 115.00
C&S Engineering Time Charge Band - 90 Minutes on Sundays & BHs	£ 138.00
C&S Engineering Time Charge Band - 105 Minutes on Sundays & BHs	£ 158.00
C&S Engineering Time Charge Band - 120 Minutes on Sundays & BHs	£ 182.00
C&S Engineering Time Charge Band - 135 Minutes on Sundays & BHs	£ 203.00
C&S Engineering Time Charge Band - 150 Minutes on Sundays & BHs	£ 228.00
C&S Engineering Time Charge Band - 165 Minutes on Sundays & BHs	£ 244.00
C&S Engineering Time Charge Band - 180 Minutes on Sundays & BHs	£ 264.00

Cancelled Appointments (within 24 hour of the booked appointment)

This price plan applies to appointments cancelled or rescheduled within 24 hours of the appointment scheduled.

We ask all of our customers to cancel or reschedule appointments with at least 24-hour notice, any cancellations within 24 hours drastically reduces our ability to support another customer during the cancelled time slot, as such we apply a cancellation charge to recover our costs.

The total price consists of 2 components

- **Engineering Visit Charge** – the cost of traveling to your premises based on the Zone you are located in. Zone information is available on [Page 2](#). **This is not charged for the cancelled appointments as we didn't need to travel to you.**
- **Engineering Time Related Charge band** – The cost of time spent at your premises. **In case of a late cancelled appointment, the cost of this is reduced in comparison to the normal pricing and is to cover the operational cost of the cancelled appointment.**

Line Item	Price
C&S Cancelled Engineering Visit Charge - Zone A	No Charge
C&S Cancelled Engineering Visit Charge - Zone B	No Charge
C&S Cancelled Engineering Visit Charge - Zone C	No Charge
C&S Cancelled Engineering Visit Charge - Zone D	No Charge

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Line Item	Price
C&S Cancelled Engineering Appointment (within 24 hours) - 30 Minutes	£ 11.50
C&S Cancelled Engineering Appointment (within 24 hours) - 45 Minutes	£ 17.00
C&S Cancelled Engineering Appointment (within 24 hours) - 60 Minutes	£ 23.00
C&S Cancelled Engineering Appointment (within 24 hours) - 75 Minutes	£ 28.75
C&S Cancelled Engineering Appointment (within 24 hours) - 90 Minutes	£ 34.50
C&S Cancelled Engineering Appointment (within 24 hours) - 105 Minutes	£ 39.50
C&S Cancelled Engineering Appointment (within 24 hours) - 120 Minutes	£ 45.50
C&S Cancelled Engineering Appointment (within 24 hours) - 135 Minutes	£ 50.75
C&S Cancelled Engineering Appointment (within 24 hours) - 150 Minutes	£ 62.00
C&S Cancelled Engineering Appointment (within 24 hours) - 165 Minutes	£ 70.00
C&S Cancelled Engineering Appointment (within 24 hours) - 180 Minutes	£ 79.00

Consult & Support Pricing

Cancelled Appointments (with more than 24 hours' notice)

This price plan applies to appointments cancelled or rescheduled with more than 24 hours' notice of the appointment scheduled.

We ask all of our customers to cancel or reschedule appointments with at least 24-hour notice. We currently do not charge customers for any cancellations or appointment rescheduling with more than 24-hour notice.

The total price consists of 2 components

- **Engineering Visit Charge** – the cost of traveling to your premises based on the Zone you are located in. Zone information is available on [Page 2](#). **This is not charged for the cancelled appointments as we didn't need to travel to you.**
- **Engineering Time Charge band** – The cost of time spent at your premises. **We do not charge to cancel or reschedule appointments with more than 24-hour notice.**

Line Item	Price
C&S Cancelled Engineering Visit Charge - Zone A	No Charge
C&S Cancelled Engineering Visit Charge - Zone B	No Charge
C&S Cancelled Engineering Visit Charge - Zone C	No Charge
C&S Cancelled Engineering Visit Charge - Zone D	No Charge



Line Item	Price
C&S Cancelled Engineering Appointment (over 24 hours) - 30 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 45 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 60 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 75 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 90 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 105 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 120 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 135 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 150 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 165 Minutes	No Charge
C&S Cancelled Engineering Appointment (over 24 hours) - 180 Minutes	No Charge

Consult & Support Pricing

Aborted Appointments

This price plan applies for aborted appointments, this includes scenarios where customer is absent at the appointment slot or unsafe working conditions on site. Aborted Visits are charged at the same rate as completed appointments.

The total price consists of 2 components

- **Engineering Visit Charge** – the cost of traveling to your premises based on the Zone you are located in. Zone information is available on [Page 2](#).
- **Engineering Time Charge band** – The cost of time spent at your premises/charged based on the time originally booked.

Aborted Engineering Visits Mondays to Saturdays 08:00 – 21:30	
Line Item	Price
C&S Engineering Visit Charge - Zone A	£ 12.00
C&S Engineering Visit Charge - Zone B	£ 22.00
C&S Engineering Visit Charge - Zone C	£ 33.00
C&S Engineering Visit Charge - Zone D	£ 45.00



Line Item	Price
C&S Engineering Time Charge Band - 30 Minutes	£ 22.00
C&S Engineering Time Charge Band - 45 Minutes	£ 34.00
C&S Engineering Time Charge Band - 60 Minutes	£ 46.00
C&S Engineering Time Charge Band - 75 Minutes	£ 57.50
C&S Engineering Time Charge Band - 90 Minutes	£ 69.00
C&S Engineering Time Charge Band - 105 Minutes	£ 79.00
C&S Engineering Time Charge Band - 120 Minutes	£ 91.00
C&S Engineering Time Charge Band - 135 Minutes	£ 101.50
C&S Engineering Time Charge Band - 150 Minutes	£ 114.00
C&S Engineering Time Charge Band - 165 Minutes	£ 122.00
C&S Engineering Time Charge Band - 180 Minutes	£ 132.00

Aborted Engineering Visits Sundays & Bank Holidays	
Line Item	Price
C&S Engineering Visit Charge - Zone A (Sundays & Bank Holidays)	£ 20.00
C&S Engineering Visit Charge - Zone B (Sundays & Bank Holidays)	£ 35.00
C&S Engineering Visit Charge - Zone C (Sundays & Bank Holidays)	£ 55.00
C&S Engineering Visit Charge - Zone D (Sundays & Bank Holidays)	£ 75.00



Line Item	Price
C&S Engineering Time Charge Band - 30 Minutes on Sundays & BHs	£ 44.00
C&S Engineering Time Charge Band - 45 Minutes on Sundays & BHs	£ 68.00
C&S Engineering Time Charge Band - 60 Minutes on Sundays & BHs	£ 92.00
C&S Engineering Time Charge Band - 75 Minutes on Sundays & BHs	£ 115.00
C&S Engineering Time Charge Band - 90 Minutes on Sundays & BHs	£ 138.00
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C&S Engineering Time Charge Band - 150 Minutes on Sundays & BHs	£ 228.00
C&S Engineering Time Charge Band - 165 Minutes on Sundays & BHs	£ 244.00
C&S Engineering Time Charge Band - 180 Minutes on Sundays & BHs	£ 264.00

Consult & Support Pricing Other Charges & Services

There are no other charges associated with Consult & Support Service.

Charges for services detailed above are applied as per the terms and conditions for the service - [AxTechWorks Consult & Support Terms & Conditions](#)

As a part of the engineering visit, you may be referred to other products and services, such as PC Diagnostics & Repairs which have their own price plans, these can be viewed on our website, under the relevant product page - <https://www.axtechworks.co.uk/our-services>

Where an engineering appointment was requested for Consult & Support service, however a different service was required to the one requested, the engineer will advise of service required and the price for the required service.

Payment for all Consult & Support appointments is **due immediately on site at the end of the appointment**. Full payment must be made before the engineer leaves the premises. Accepted payment methods include - all major credit and debit cards (Including Apple Pay & Google Pay), Cash and Bank Transfer.

Where an appointment is subject to a chargeable cancellation (including but not limited to cancellation within 24 hours of the appointment or an aborted visit), an invoice will be issued via email. The invoice will include available payment methods and must be paid in full within **14 days** of the invoice date.

Failure to make payment within the stated terms may result in recovery action and the refusal of future bookings until the outstanding balance has been cleared in full.

We accept

