

Mitch's Mobile Welding Priority Service Program

“Preferred access. Predictable support. Less downtime.”

What Is Priority Service?

Priority Service is a subscription program that gives your operation preferred scheduling, locked-in labor rates, and priority access to mobile welding and metal repair services. It is designed to reduce downtime and uncertainty — especially during busy seasons — without making unrealistic emergency guarantees.



Why Customers Choose Priority Service

- Scheduled ahead of non-subscribed clients
- Faster access during peak demand
- Locked-in labor rates
- Predictable call-out structure
- One phone call — no scrambling for availability
- Built for real-world breakdowns, not paperwork
- Priority Service Options
- Two tiers available based on fleet size and operational needs

Standard Priority

Best for:

- Single machines or small fleets
- Customers who need occasional after-hours access
- Operations that want predictable support without full fleet coverage

Includes:

- ★ Priority scheduling over non-subscribers
- ★ Evening & night access (weekdays only)
- ★ (5) Included monthly labor hours
- ★ Discounted labor rates
- ★ Annual visual weld condition check

Premium Fleet Priority

Best for:

- Contractors and fleet owners
- High-utilization equipment
- Operations where downtime is costly

Includes:

- ★ Highest scheduling priority
- ★ Evenings, nights, weekends & statutory holidays
- ★ (8) Included monthly labor hours
- ★ Lower locked-in labor rates
- ★ Annual visual weld condition check

(Full details are outlined in the Priority Service Agreement)

Frequently Asked Questions

Does “priority” mean guaranteed response time?

No. Priority Service means you are scheduled ahead of non-subscribed clients. Availability still depends on safety conditions, weather, workload, and travel feasibility. Dispatch attempts are prioritized, but actual on-site arrival depends on operational conditions.

Is this an emergency service?

No. This is priority operational support, not an emergency guarantee. It is intended to reduce downtime — not replace routine maintenance or inspections.

What is a minimum call-out?

Every service dispatch has a minimum charge that covers travel, setup, and labor. Your included subscription hours are applied against that minimum first.

What happens if I don't use all my hours?

Unused hours do not roll over. The subscription secures priority access and discounted rates, not just labor time.

Is weekend or holiday service included?

Premium Fleet Priority: **Yes** Standard Priority: **No**

What does quarterly billing mean?

Quarterly billing is paid every three months in advance. Clients who remain continuously subscribed for a full year receive one free month per year (12 months for the price of 11).

Who Priority Service Is For?

- Contractors who can't afford downtime
- Fleet owners with aging or heavily used equipment
- Customers who value reliability and predictability
- Operations that want to be first in line during busy seasons

Who It's Not For?

- 👉 One-time repair customers
- 👉 Emergency-only expectations
- 👉 Price shoppers looking for the lowest bid

Next Step

If Priority Service sounds like a fit, I'll walk you through the agreement and help you choose the tier that matches your operation.

This sheet is an overview only. Full terms and conditions are outlined in the Priority Service Agreement.

Mitchell Ives

Owner & Operator — Mitch's Mobile Welding

Sole Proprietor | Truro, Nova Scotia

"This program exists to reduce downtime and remove uncertainty for customers who depend on reliable mobile welding support."