

Shelfbot Time & Materials Rate Card 2026

SB-SPEC-RATES · Version 3.1 · 15 July 2026

1. Introduction

This document sets out Shelfbot's standard time-and-materials rates for work performed outside the scope of the Shelfbot Robotics-as-a-Service (RaaS) subscription. It applies to integration work beyond the agreed baseline, out-of-scope investigation of reported issues, customer-requested variations and additional services, and any other work agreed to be charged on a time-and-materials basis.

All rates are in Australian dollars (AUD) and exclusive of GST. This rate card is governed by the laws of Victoria, Australia.

2. Purpose & Scope

2.1 Purpose

To provide a single, transparent schedule of charge-out rates, loadings, and disbursement terms so that time-and-materials work can be estimated, authorised, and invoiced on a consistent and predictable basis.

2.2 Scope

This document **covers**:

- Professional services charge-out rates by role
- Standard business hours and out-of-hours loadings
- Emergency and unscheduled call-out terms
- Travel time and disbursements
- Materials and third-party services
- Rate review and payment terms

This document **does not cover**:

- Fees for the Shelfbot subscription itself, which are set out in the applicable subscription agreement
- Maintenance and support services included within the subscription
- Spare parts and consumables supplied under the subscription

3. Application

Time-and-materials charges apply to work authorised by the Customer that falls outside the subscription scope, including:

- Integration or configuration work beyond the agreed baseline in the Technical Specifications
- Investigation of a reported issue that, on investigation, is found not to be a Shelfbot responsibility under the subscription

- Customer-requested changes, additional configuration, additional training, or other variations
- Any other services agreed in writing to be charged on this basis

Work is undertaken only on the Customer's written authorisation. Before work commences, Shelfbot will provide reasonable details of the required work together with a written estimate of the hours and cost involved, and will notify the Customer before any approved estimate is exceeded.

4. Professional Services Rates

Standard business hours are Monday to Friday, 7:00 am to 6:00 pm local time, excluding public holidays in the place where the services are performed.

Role	Hourly (ex GST)	Daily (ex GST)
Principal Engineer / Solutions Architect	\$290	\$2,200
Software / Integration Engineer	\$220	\$1,680
Robotics / Controls Engineer	\$210	\$1,600
Field Service Technician	\$165	\$1,250
Project Manager / Coordinator	\$200	\$1,520
Safety / Compliance Consultant	\$240	\$1,820
Data / Business Analyst	\$190	\$1,450

A day comprises up to eight (8) hours on site. Day rates apply to full-day bookings; part-days are charged hourly. On-site work is billed subject to the call-out minimums in *Out-of-Hours Loadings*. Remote work is billed in 15-minute increments, subject to a one (1) hour minimum per request.

5. Out-of-Hours Loadings

The following loadings apply to the hourly rates in *Professional Services Rates*:

Period	Loading
Standard business hours (Monday–Friday, 7:00 am – 6:00 pm)	1.0×
Outside standard business hours (Monday–Friday)	1.5×
Saturday	1.5×
Sunday	2.0×
Public holiday	2.5×

Emergency or unscheduled attendance is subject to a minimum charge of four (4) hours for on-site attendance and one (1) hour for remote attendance, at the applicable rate. Scheduled maintenance and support services provided under the subscription are not charged under this rate card.

6. Travel & Disbursements

Where on-site attendance requires travel, the following apply:

- **Travel time** is charged at 50% of the applicable hourly rate, portal to portal, capped at eight (8) hours per person per day.
- **Vehicle use** (own vehicle) is charged at the ATO cents-per-kilometre rate, currently \$0.91 per kilometre, updated on issue of each annual ATO determination.
- **Airfares** are economy class, at cost, and pre-approved by the Customer for any attendance requiring air travel.
- **Accommodation and meals** are at cost, to a reasonable standard, and pre-approved for any attendance requiring an overnight stay.
- **Tolls, parking, and taxi or rideshare** are charged at cost.
- **Hire car or van** where a hire vehicle is required, the rental cost and associated fuel are charged at cost and pre-approved by the Customer. The cents-per-kilometre charge does not apply to hire vehicles.

Travel disbursements are supported by receipts and passed through at cost with no handling margin.

7. Materials & Third-Party Services

- **Parts and materials** not supplied under the subscription are charged at cost plus 15%.
- **Subcontracted or third-party services** are charged at cost plus 15%.
- **Freight and delivery** charges are at cost.

Estimates for material and third-party costs are provided for approval before those costs are committed.

8. Rate Review

Rates are fixed for the period 1 July 2026 to 30 June 2027. On 1 July each year, rates are reviewed and adjusted by the annual movement in the Consumer Price Index (All Groups CPI, Australia; ABS Series ID A2325846C), consistent with the fee-adjustment mechanism of the applicable subscription agreement. Any adjustment above CPI is by written agreement of the parties. The cents-per-kilometre figure in *Travel & Disbursements* updates to the then-current ATO determination.

9. Payment & GST

- Time-and-materials work is invoiced monthly in arrears, or as otherwise agreed.
 - Invoices are payable in accordance with the payment terms of the applicable subscription agreement.
 - All rates are exclusive of GST; GST is charged where applicable.
-

10. Revision History

Version	Date	Change
3.1	19/08/2026	Published to Web Site