

## Terms of conditions for service fitting and repair work

### 1. General

For service fitting and repair work our higher ranking "General Terms of Condition of Sale and Delivery" are still valid. To realize high quality service it might be necessary to have time for preparations in factory in addition to work time and waiting time on site as well as travelling time. For the technical preparation and the reporting in our factory at least **4 hours** will be invoiced for each order. There will be additional costs for extras like overtime work, travelling and accommodation.

### Rules for sending out service staff

Additional costs will be charged as scheduled below resting upon staffs start location.

A standard working day is from Monday to Friday for 8 hours a day.

Overtime work, working at Saturdays, Sundays or public holidays: look up point 3.

In accordance to the Living Place of the technician the county Lower Saxony or Northrhine Westfalia is valid.

### 2. Charges for standard working days (8 hours)

Service-Specialist	EUR 114,00 / hour	EUR 912,00 / day
Online remote support service specialist via X Assist	EUR 114,00 / hour	EUR 912,00 / day
Commissioning Staff	EUR 136,00 / hour	EUR 1088,00 / day

### 3. Surcharges for overtime work, working at Saturdays, Sundays or public holidays

for the first and second overtime work hour	25% surcharge
for the third and every further overtime work hour	50% surcharge
for every hour from 8:00 pm to 6:00 am	25% surcharge
for the first and second work hour at Saturday	25% surcharge
for the third and every further work hour at Saturday	50% surcharge
for every hour at Sunday	70% surcharge
for every hour at New Year's Day, Easter Sunday, 1 <sup>st</sup> of May	
Whitsun, 25 <sup>th</sup> of December	150% surcharge
for every hour at any other public holiday	100% surcharge

### 4. Rental costs X Assist System (Online AR support System)

Rental costs + transport charges	EUR 390,00 / week (10 days incl. transport)
	EUR 80,00 / each add. day

### 5. Flat rates for Daily Allowance

Inside Germany:	EUR 28.00 per day
Outside Germany:	upon request

### 6. Travel expenses

Flat rate for cars	EUR 0,75 per km
All other costs will be charged by bills	

### 7. Overnight stay expenses

All costs will be charged by bills

### 8. Time Sheet

Our staff is directed to write a service report and to list all working hours. The customer is asked to sign the number of working hours. The signed number of working hours is obliging and base for invoice.

### 9. Warranty

We guarantee correct work as far as described in your order.

We do not accept any liability for work done by our personnel on customers request without a regular order.

### 10. Invoice

All prices and named costs are valid exclusive VAT.

In case of flat rates and travelling expenses deduction for prior VAT will be done whenever permissible.

### 11. Payment

Invoices for fitting work are due within 10 days after invoicing without any deduction.

### 12. Expandable items and use of special tools

Ask for an offer. Expendable items will be charged at consumption.