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Managing Director:

Michael Maier

Terms and conditions for dispatching service technicians

1. Hourly rates

Service technician	€ 110.00 / hr
Travel time	€ 70.00 / hr

2. Surcharges

Overtime for the 9th and 10th hour per workday	25%
Overtime from the 11th hour per workday	50%
Night work 20.00 to 06.00	50%
on Saturdays	50%
on Sundays	100%
on public holidays	100%

3. Additional expenses: per diem / hotel costs

We charge the following rates per service technician per working day when absent from our factory:

Germany	
1-12 hrs	€ 35.00
over 12 hrs	€ 53.00
Hotel costs	€ 120.00
or according to receipt if higher	According to proof

For foreign travel, per day (per diem / hotel costs)

International rate	€ 76.00	€ 120.00

The conditions in expensive locations are to be accounted for in that the proven necessary costs for hotel accommodation and subsistence have to be reimbursed.

4. Fares

Car / service vehicle	€ 0.95 / km
Air/rail	according to receipt

Travel and waiting times are regarded as working time. Fares for travel from the accommodation to the assembly site shall be at your expense.

5. Terms and conditions

5.1.
The costs will be invoiced on completion of the work. Payments are to be made within 10 days after receipt of the invoice, without deduction.

5.2.
For such work, the client shall, on demand and at his own expense and risk, provide our employee with the necessary assistants, tools and fixtures, heating, lighting and operating power, and storage rooms for machine parts and tools that our employee brings with him.
If the assembly or commissioning is delayed through no fault of our own, you shall bear the resulting costs, in particular for waiting time and other necessary travel by the service technician.

5.3.
The client is obligated, following completion of the work, to confirm the correctness of the working time and orderly acceptance of the machine by signing the work certificate submitted by our service technician, or to inform us without delay in writing or by telephone of the wishes that were not fulfilled.

5.4.
Our employees are not authorized to make or accept any legally binding declarations in our name.

5.5.
All our statements regarding the expected start and duration of the work are only approximate and non-binding for us. The work will be carried out as quickly as possible; however, exceedance of the specified deadlines does not entitle the client to make deductions or to demand compensation for damages.

5.6.
Our liability is limited, to the exclusion of all claims, to the modification or repetition - at our discretion - of performances that were not carried out correctly. We will accept no liability for defects in work that are attributable to intervention by the client.