

1. charging rates

Unless otherwise agreed, the duration of normal working hours is based on the statutory and collectively agreed provisions in the Federal Republic of Germany.

The normal working hours are Monday to Thursday from 8.00- 12.00 and 12.45- 16.45 and Fridays from 8.00- 12.00 and 12.45- 14.45 = 38 hours per week and include working, travelling and waiting time. The start and end of working hours can be adapted to suit the company as far as possible.

Overtime hours may not exceed the statutory limit of 10 hours per day or 50 hours per week.

The customer shall be responsible for obtaining any necessary official authorisations.

2. rates

The following hourly rates for working and waiting times are charged for the services of our service personnel.

- a. Service technician 95.00 EUR/h
- b. Travelling time 80.00 EUR/h

2.1 Overtime bonuses

The following percentages are charged on the hourly rate for overtime worked beyond the normal working hours of Monday to Thursday from 8.00 a.m. to 4.45 p.m. and on Fridays from 8.00 a.m. to 2.45 p.m:

- a. Mondays- Fridays from 6.00- 8.00 and Mondays- Thursdays from 16.45- 18.45 and Fridays 14.45- 16.45 = 25%.
- b. Every other working hour, as well as Saturday = 50%
- c. For assignments on Sundays and public holidays, 100% plus see a. and b.

3. travel expenses

Rail travel, air travel, taxis, public transport, etc. will be charged at actual cost +10%; if a car is used, EUR 1.03 will be charged per kilometre of travel to and from the destination.

3.1 Collective travel

If our technical personnel carry out consecutive work for different customers, the travelling expenses will be allocated to the different customers according to our best judgement.

3.2 Travelling

If several journeys are required for one order, these will also be charged.

4. costs for catering and overnight accommodation (rate)

The allowance is charged per calendar day and person:

Domestic:

for one-day business trips = EUR 22.00/day

for business trips lasting several days = EUR 28.00/day

Accommodation flat rate = 79.00 EUR/day'

or according to actual expenditure.

Abroad:

The costs for catering and accommodation are charged at the current expense rates. The above rates are subject to value added tax at the applicable rate.

5. telephone service

The services of our telephone service are without guarantee.

6. use on site

We request assistance during the deployment of our technicians. It must be ensured that our technician can start the installation immediately upon arrival.

7. complaints

Please notify us of any complaints in writing no later than eight (8) days after receipt of the invoice. Later complaints will not be accepted. Please notify us immediately (by telephone or fax) of any infringements or errors by our installation personnel.

8. completion of the work

We ask you to check that the machine is in good condition after the work has been completed. By signing the service report, you confirm that the installation has been carried out correctly and the number of hours of work required.

9. terms and conditions

The terms and conditions displayed in our business premises shall apply exclusively.

10. place of jurisdiction

The place of jurisdiction for both parties is Alzey.