

## Terms of Service (Germany)

### Work order / working contract

Our customer service conditions come into force once the permission to start the job is given. Execution of the order is based upon the VDW 502 A (Conditions of the Tool Machine Manufacturing Industry for the inland - i.e. Germany).

Time pattern for calculating the regular working hours:

Basis is a 40 hours week with a daily working time of

Monday to Friday 8 hours (flexitime with a core working time from 8.00 till 15.00 hours)

Unforeseen interruptions due to forces beyond our responsibility delaying our work in contract have to be paid by the ordering party. Procurement of spare parts is regarded as working time.

Working time is invoiced using a 15-minute pattern (per started quarterly hour).

Tariffs for regular working hours and additional charges/hour

Following tariffs do not include Value Added Tax.

### Kind of specialist working hour / travelling hour

Service technician Mechanics 75,00 €

Service technician Elektronik 75,00 €

### Overtime tariff for working hours and travelling hours

Monday to Friday after 8. hour +25% after 10. hour +50%

Saturday for each hour +50% Sunday or holiday for each hour +100%

### Travel expenses

0,75 €/ driven kilometres (car)

Railway or flight ticket, taxi, overnight accommodation as well as additional expenses as per expenditure.

### Allowance

The calculation takes place in accordance with the legal regulations.

### Value Added Tax

The calculation takes place in accordance with the legal regulations

### Payment

14 days after invoice date without deduction.

Retention or set-off is impossible.

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