

## Conditions of Service

### 1. Daily expenses

- 1.1. For services the release is charged for each day of absence from headquarter Mönchengladbach (including Sundays and public holidays):

|                 |                  |
|-----------------|------------------|
| one-day charges | more-day charges |
| 28,00 €         | 44,00 €          |

- 1.2. Overnight stays are charged with real costs, maximum 140,00 €/day.

### 2. Billing rates and shipping charges

- 2.1. Working hour charges:

Monday – Thursday

|             | Technician    | Training, Workshops, Engineering, Programming |
|-------------|---------------|---|
| 8 am - 5 pm | 112,00 €/hour | 167,00 €/hour                                 |

Friday

|             | Technician    | Training, Workshops, Engineering, Programming |
|-------------|---------------|---|
| 8 am – 2 pm | 112,00 €/hour | 167,00 €/hour.                                |

- 2.2. Extra charges

Services requested by the customer outside of our above-mentioned working or business hours will be charged as overtime with the following surcharges at the hourly rates stated here, regardless of any special conditions that may have been agreed:

| Working hours  | surcharge |
|--|-----------|
| On Saturdays between 8 am and 5 pm                   | 50%       |
| On Sundays and public holidays between 8 am and 5 pm | 100 %     |
| Between 8 pm and 6 am additionally                   | 100%      |
| Additional for any other hour overtime               | 50 %      |

**Auto-ID · Druck- & Identsysteme · Softwareentwicklung · WLAN · RFID · Managed Services**

bsi Systeme GmbH · data & ident · Monforts Quartier 32 · D - 41238 Mönchengladbach

Fon +49 2161 99089-0 · Fax +49 2161 99089-27 info@bsi-ident.de · www.bsi-ident.de

Geschäftsführer Harry Schimmel, Volker Spangenberg · Amtsgericht Mönchengladbach, HRB 6594

Umsatzsteuer-Identnummer DE 813 218 815 · Steuer-Nr 121/5708/4868 · DUNS-Nr. 33-014-1099

Commerzbank BLZ 310 800 15 · Konto 0 912 577 200 · IBAN DE73 3108 0015 0912 5772 00 · SWIFT-BIC DRES DE FF 310

Stadtsparkasse Mönchengladbach BLZ 310 500 00 · Konto 870 345 · IBAN DE 62 3105 0000 0000 8703 45 · SWIFT-BIC MGLS DE 33

### 2.3. Arrival and departure costs

|                                       |                 |
|---------------------------------------|-----------------|
| Travel time                           | 93,00 €/hour    |
| Rate for travels by car               | 0,94 €/KM       |
| Train                                 | 2nd class       |
| Airplane                              | Economy-class   |
| Rental car (according to ACRISS-Code) | max. SWAR-class |

### 2.4. Repair and assembling center

|  |         |
|--|---------|
| Working unit (AE) à 15min              | 28,00 € |
| Cost estimate <sup>(1)</sup>           | 60,00 € |
| Handling / checking fee <sup>(2)</sup> | 60,00 € |

### 2.5. Shipping costs

|                        |              |
|------------------------|--------------|
| Package weight < 8kg   | 12,00 €      |
| Package weight > 8kg   | 18,00 €      |
| International shipping | upon request |
| Express surcharge      | upon request |

## 3. Value Added Tax (VAT)

3.1. All listed costs are excluded VAT.

## 4. Payment terms

4.1. Services are payable immediately upon receipt of the invoice without any deductions, unless there are other aligned payment agreements. Withholding and compensation are excluded.

## 5. Miscellaneous appointments

5.1. The above provisions are supplemented by our Terms and Conditions and the relevant legal and contract requirements.

## 6. Validity

6.1. The cost are valid to the publication of revised conditions of service.

<sup>(1)</sup> will be charged if the repair is denied by the customer.

<sup>(2)</sup> will be charged in case of a non defective unit sent by the customer.

© bsi Systeme GmbH data & ident, valid since 01. January 2024