

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 %

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 ⁽¹⁾	60,00 €
Handling / checking fee ⁽²⁾	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.

⁽¹⁾ will be charged if the repair is denied by the customer.

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

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