

Terms and conditions for service and repair

Working hours

- Standard working time for all our service engineers are 5 days / week (Monday to Friday) with a total of 40 working hours.
- Overtime, working on Saturdays or Sundays will only be performed upon special request by the customer.
- All other terms are according to the legal regulations or regulations given by the unions.

Hourly rates for preparation of the assignment as well as waiting times, travel times and working time

For repair and maintenance work and/or backfitting in our factory:	
Mechanical engineer	EUR 90,--
Supervising Engineer / degreed engineer	EUR 100,--

For service and maintenance in customers premises:	
Mechanical engineer	EUR 100,--
Supervising Engineer / degreed engineer	EUR 110,--

Additional charges to the hourly rate	on Saturdays:	50%
	on Sundays:	100%
	on official bank holidays*:	150%

* official bank-holidays in Baden-Württemberg, Germany

on standard working days:

for the 1 st and 2 nd hour overtime / day	25%
as from the 3 rd hour / day	50%
for all overtime in between 10:00pm and 06:00am	70%

for preparation of all services the same conditions (hourly rates) are apply as for services in customer premises

Please note: If Service Engineers or other specialist of 3rd parties should be required, we keep the right to charge the respective amount in addition to our services.

Travel expense

price per kilometer for outward / return journey with car (starting point is D-75179 Pforzheim)	EUR 0,80 / km
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Journey by other means of transport:	
Plane (Domestic and International)	Economy class
train (Domestic and International)	1 st class
Rental car	middle class
Will be invoiced according to the receipt. VAT will be deducted	

Overnight accomodation	
Flat charge (Germany)	EUR 80,-- / night Or according to receipt

Flat charge (international)	according to official German travel and accommodation expense regulations
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all prices are without VAT

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Confirmation of working hours and approval

- The customer will certify to our engineer the required working- / waiting times. These certified times will then serve as a base for the invoice for both parties. In case of any discrepancies, the stated times of the engineer will be taken as a base. Travel times and end of journey can only be stated after return of the engineer and will be invoiced according to the actual travel times.
- Each completed repair / service will be officially approved and confirmed by the customer or his appointed spokesperson, together with our respective service engineer

General

- All terms and conditions will be extended by the corresponding legal and industrial agreements with the unions. They will change according to these agreements.
- All other details are according to our General Terms and conditions, issue date January 2010.
- Any deviations from these terms are only valid with our written confirmation.

Detlev Hofmann GmbH

Pforzheim, January 1st 2020