

## 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 100,--
Supervising Engineer / degreed engineer	EUR 110,--

For service and maintenance in customers premises:	
Mechanical engineer	EUR 110,--
Supervising Engineer / degreed engineer	EUR 120,--

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 <sup>st</sup> and 2 <sup>nd</sup> hour overtime / day	25%
as from the 3 <sup>rd</sup> 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 3<sup>rd</sup> 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 <sup>st</sup> class
Rental car	middle class
Will be invoiced according to the receipt. VAT will be deducted	

Overnight accomodation	
Flat charge (Germany)	EUR 95,-- / 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**

- 1 -

### **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, April 1<sup>st</sup> 2023