

SERVICE ORDER



Company:	
Street and house no.:	
Postcode and town:	
Contact:	
Telephone number:	

We hereby place an order with the elumatec AG company for the repair / maintenance / programming / commissioning of the following machine (please use a separate form for each machine):

Machine model:	
Machine number:	
Year of manufacture:	

Work to be performed / fault description / other comments:

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- Regional elumatec AG service engineer according to availability
- elumatec AG service engineer available the fastest within Germany
(Please note that depending on the availability of our engineers, this can result in higher travel costs)
- External service provider (appointment by arrangement) company _____

Date Stamp / signature

Please return page 1 signed via fax or email! With your signature, you accept or terms of service on sheet 2!

PRICE INFORMATION AND TERMS OF SERVICE

1. Charge rates

The following hourly rates will be charged for our service personnel for working and waiting times:

Art. S099030050	Service engineer:	€ 91.00 / hour
Art. 099030002	Application engineer:	€ 91.00 / hour
Art. 099030100	NC engineer / programmer:	€ 111.00 / hour
Art. S09901	Assembly / basic training costs per day	€ 1,070.00 / day

2. Weekend surcharges for engineers' work time

Art. S099030051	Service engineer, Saturday:	+50% (€ 136.50 / hour)
Art. 099030003	Application engineer, Saturday:	+50% (€ 136.50 / hour)
Art. 099030099	NC engineer / programmer, Saturday:	+50% (€ 166.50 / hour)
Art. S099030052	Service engineer, Sunday and bank holidays:	+100% (€ 182.00 / hour)
Art. 099030007	Application engineer, Sunday and bank holidays:	+100% (€ 182.00 / hour)
Art. 099030098	NC engineer / programmer, Sunday and bank holidays:	+100% (€ 222.00 / hour)

3. Travel costs

Art. S099030001	Travel costs per kilometre (incl. travel time):	€ 1.30
Art. S099030004	Travel costs per kilometre (incl. travel time), additional engineer:	€ 0.85
Art. S099030006	Overnight per diem for catering and accommodation	€ 100.00
Art. S099030010	Overnight per diem, abroad	€ 150.00
Art. S099030005	Railway trips, air travel, taxis, public transportation, etc. will be charged at actual cost.	
Art. S09908	Travel time (air, rail, etc.)/waiting time/hour	€ 68.00

Travel costs will always be charged from elumatec AG to the work site!

Accommodation costs incurred at weekends in the context of service calls lasting several weeks will be charged according to the aforementioned conditions.

4. External service providers

Prices for external service providers upon request

5. Engineer service calls

We request your assistance during the service call of our engineer. It is essential that our engineer can begin with the assembly/work immediately after arrival.

For the duration of the service call, suitable assistants and specialists, necessary aids and equipment as well as energy must be provided for us at no charge. Furthermore, our service engineers must be provided with all machine documentation (operating manuals, circuit diagrams, etc.) that were included in delivery with the machine.

6. Acceptance

Please inspect the machine for proper condition to your satisfaction after completion of the work. With your signature on the service report, you confirm the proper completion of the assembly/work and the number of working hours required.

7. Complaints

Please notify us of any possible complaints at the latest within eight (8) days after receipt of the invoice in writing; complaints received later can no longer be accepted. Subsequent improvements and replacement deliveries in the event of a notice of defects are always based on goodwill without acknowledgement of a service obligation.

8. Pricing and payment

The statutory VAT will be added to the aforementioned prices and invoicing takes place immediately after completion of the service activity. All services and deliveries are based on our general terms and conditions.