

## SERVICE PRICING 2017/2018

### Service Hourly Rates

based on 8h standard working day

Service technician	70 €
System engineer	93 €

### Online/Phone Support

Unit: 15 minutes

25 €

### Training Session

Unit: 15 minutes training

25 €

### Surcharges

Night working hours 8pm – 7am	50%
Saturday	50%
Sunday & Public Holidays	100%

### Travel expenses<sup>1</sup>

By car	0.55 € / km
By train	2nd Class
By air	Economy Class

### Accommodation expenses

Flat charge	85 €
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### Shipping fees<sup>2</sup>

Germany - Standard	15 €
EU - Standard	25 €
Other countries or Express	according to expenditure

### Device rental

On request

The final service charge depends on actual efforts. Hourly rate, waiting times and idle times will be charged by the half-hour commenced. The terms of payment are 14 days after receipt of invoice.

1. Travel time will be charged by 50% of the hourly rate.
2. Delivery time Germany 1-2 days, EU 2-5 days, maximum dimensions: 600x300x150mm, maximum weight: 10kg