



The following hourly rates shall apply for the use of our installation staff, i.e. for installation, repairs, maintenance, programming and other work:

### 1. Hourly rates

For a daily 8-hour working period from Monday to Friday, we shall charge:

Hourly rate for service technician (060.0.0209)..... € 82.00  
Hourly rate for construction engineer (131.511).....€ 116.00  
Hourly rate for software engineer (131.510).....€ 143.00  
(all prices exclusive of statutory VAT).

Travelling and waiting time are counted as work time, as is installation preparation work, and the appropriate hourly rates shall apply.

For service appointments lasting several days, the full daily work period will be invoiced even if our service staff are prevented from performing the full work period through no fault of their own.

#### 1.1 Journeys to place of work

The time taken for the return journey from our service staff's accommodation to the place of work is billed as travelling time. The same applies to the mileage/kilometre charge incurred.

#### 1.2 Additional charges

The following additional charges shall apply:

- from the 9th to the 10th working hour.....30% additional charge
- night work from 8pm to 6am..... 50% additional charge
- work on Sundays or bank holidays..... 100% additional charge

### 2. Costs for accommodation and board

The following allowance rates shall apply:

- for each hour or part thereof within Germany (060.0.0201).....€ 3.75
- for each hour or part thereof outside Germany (060.0.0202).....€ 4.50
- including overnight stay.....costs as incurred

These rates shall also apply to the Sundays and bank holidays between the working days.

### 3. Travel costs

The following charges shall apply for the journey to the place of work:

- car per km (060.0.0212).....€ 0.72
- hire car .....costs as incurred
- rail travel (standard class) ..... costs as incurred (couchette for night journeys)
- flights (economy class).....costs as incurred

The purchaser shall be liable for incidental expenses such as taxi, bus or tram fares, luggage/excess luggage charges, transport of materials and tools, telephone charges etc.

### 4. Journeys home

After two weeks' employment at the place of work, our service staff shall be entitled to a journey home at the rates listed.

### 5. Substitution of service staff

If it becomes necessary to substitute our service staff for

reasons beyond our control, the purchaser shall be liable for any costs arising. This shall also apply particularly in the event of a substitution with an overnight stay if our representative is found medically unfit for work during the service appointment. If medically cleared to travel, our service staff member is required to return home immediately.

### 6. Authorisation

Once the service appointment is completed, the purchaser shall authorise the working period, travel time and services rendered by our service staff on the form provided.

### 7. Support from the purchaser

The purchaser shall provide the following services at his own cost and risk and in a timely manner, unless they are the object of the quotation:

- provision of auxiliary staff with the required expertise and equipped with the required tools;
- all requisite and suitable safety equipment, work platforms, lifting gear, transportation and ventilation equipment;
- all aids for replacing components, devices, consumables both for carrying out maintenance work and commissioning work etc.;
- all preparatory work, carrying out all requisite building work such as foundations, steel base plates and other work to our specifications, fixing points, fixing gear, etc.;
- all requisite and suitable materials and fuels for installation, commissioning and testing;
- timely provision at no charge of all requisite information, documentation, templates etc.;
- electrical power, water, light, compressed air and all requisite media connections, interfaces, ready for connection;
- secure storage facilities for tools, materials etc.;
- unloading and transport at the place of installation;
- cleaning of installation parts and protection from harmful influences.

The purchaser shall be responsible for obtaining any licences or permissions required from the relevant authorities.

The purchaser is to ensure that all preparatory work has been completed such that installation can be started immediately upon the arrival of our installation staff and can be carried out until acceptance with no delay.

Waiting time or additional expenditure that we incur as a result of incomplete preparatory work or other omissions on the part of the purchaser shall be charged to the purchaser and invoiced accordingly.

Before work is begun, the purchaser is required to identify to our service staff any hidden electrical, gas or water pipes or the like without prompting.

### 9. Payment

The amounts listed are all exclusive of VAT and are due for payment in full upon receipt of invoice.

### 10. Terms and conditions for sale and delivery

Our terms and conditions for sale and delivery shall otherwise apply to our services and are available at [www.merkle.de/AGB](http://www.merkle.de/AGB) or can be ordered directly from us.