

### 1. services at cost:

For the deployment of our customer service personnel, we charge for travel, waiting and working hours of up to 8 hours between 8:00 a.m. and 5:00 p.m. from Monday to Friday inclusive.

- Customer service technician 112,- €
- Software engineer, designer 136,- €

### 2. overtime bonuses:

- for daily overtime over 10 hours 50%
- for night work between 8 p.m. and 6 a.m. or saturday 50%
- for work on Sundays 100%
- for work on public holidays 125%

### 3. expenses for meals and accommodation (domestic):

The fee covers all expenses for accommodation, meals, and travel costs between the hotel and the place of work. No expenses will be charged for the day of departure, provided that no additional overnight stay is necessary on the journey home.

If the cost of accommodation exceeds the flat rate, we will charge the actual accommodation costs upon presentation of receipts. For work that takes a longer period of time or is continued in the following week, customer service personnel are entitled to travel home every weekend. The costs incurred for this will be invoiced.

The flat rates depend on the country of the place of assignment:

Germany	<b>180 €</b>
Poland, Czech Republic, Hungary, Romania	<b>180 €</b>
France, UK, Spain, Latvia, Portugal, Austria, Netherlands, Italia	<b>220 €</b>
Luxembourg, Belgium	<b>260 €</b>
Swiss	<b>300 €</b>
Others	<b>At effort</b>

### 4. travel expenses:

The cost of the corresponding means of transport will be charged for the outward and return journey. The choice of means of transportation is up to us. We charge:

- Flight economy class
- Rail journey II. 1st class plus any surcharges, for night travel 1st class (or sleeping car)
- Passenger car per km 0,80 €
- For other means of transport, the usual local prices will be charged

### 5 Other expenses:

Costs for telephone calls and other expenses incurred during installation will be charged to the customer. The cost rates charged by us are net amounts, excluding VAT.

### 6 Other:

The customer must certify the working hours and work performance of the customer service personnel on the form provided on a weekly basis or after completion of the installation work. The personnel receive work orders exclusively from us. Unscheduled work always requires our approval. The customer shall prepare the work of the customer service personnel as far as possible and, as far as possible, provide existing equipment, tools, and any necessary personnel free of charge. If tools are lost during the installation work through no fault of the customer service personnel, the customer shall be liable for monetary compensation in the amount necessary for replacement. The invoiced assembly costs are payable immediately upon receipt of the invoice, without any deductions. Retention and offsetting are excluded. The service costs shall be invoiced at the supplier's discretion on a weekly or monthly basis or after completion of the service. The prices quoted are based on the cost factors as of January 1, 2025. In the event of an increase in these factors, we reserve the right to adjust the installation costs. Our terms and conditions of sale and delivery apply in addition.