

----- SERVICE ORDER -----

Date / Time: _____

Company : _____

Street: _____

City: _____

Contact Person: _____

We hereby place the following order with Pressta-Eisele GmbH for repair / maintenance / programming / commissioning of the following machine (s):

Model: _____

Construction year: _____

Serial number: _____

Order number: _____

Work to be carried out / error description / other comments:

We hereby place the order under the conditions listed on page 2.

- Date

Stamp / Signature

Please sign page 1 and return it to service@pressta-eisele.de

Service conditions and price information:

1. Commissioning and services according to expenditure:

For the dispatch of service employees for installation, commissioning, customer training and Maintenance of machines and systems as well as other repairs are charged at the following rates:

1.1 Hourly rates (assembly working time):

KD000005 service technician: € 81.00 / hour
9KD000010 Programmer / control technician: € 114.00 / hour

Surcharge for Saturday / Sunday / public holiday:

9KD000007 service technician € 41.50 / hour
9KD000012 programmer € 56.50 / hour

Surcharges for overtime:

9KD000008 service technician € 20.50 / hour
9KD000013 programmer € 28.60 / hour

1.2 Normal working hours:

Normal working hours are Monday through Thursday from 7:30 a.m. to 12:00 p.m.
and from 12:30 p.m. to 4:30 p.m. Friday from 07:30 to 12:30

1.3 Preparation and travel time

For the technical preparation of the work and for the reporting you can use the framework
an order up to 4 working hours can be charged. Travel time counts as working time.

2. Travel expenses:

9KD000 100 kilometers driven € 0.58 / km
9KD000006 Service technician travel time € 70.00 / hour
9KD000011 programming time € 104.00 / hour

By public transport, taxi and plane at cost with receipt (the basis for calculation is the distance from our company headquarters in 'D-56859 Bullay' or the corresponding company headquarters of the service agency commissioned by us).

3. Overnight stay::

The accommodation costs are billed according to expenditure with receipt. This also applies
for non-working days that lie between working days. Billing according to receipt is not
possible, we apply the overnight flat rate applicable for the country.

4. Required spare parts, accessories and other consumables

Spare parts and accessories are billed at cost.
Small parts, cleaning agents and lubricants:
9KD000050 small parts flat rate € 30.00

5. Pricing and Payment:

The above Prices do not include VAT. Settlement takes place immediately after the end of the
Service activity. The invoices are payable "immediately net" upon receipt without any deduction.

6. Other regulations:

- a) We ask you to confirm the working hours of our service employees on the service report, even if, in your opinion, it was warranty work.
- b) For the duration of the service call, we are to be provided with suitable auxiliary and specialist staff, the necessary auxiliary and equipment and energy free of charge as required.
- c) The customer bears the risk of assembly. We have taken out product liability and assembly insurance to compensate for possible damage that may occur in the course of order processing despite all due care. This covers personal injury up to an amount of € 2,000,000.00 and property damage up to an amount of € 1,000,000.00 per individual case. We will be happy to explain this to you on request. Any further liability for damage that is not subject to this insurance cover, in particular financial loss and damage caused by delay, are excluded except in cases of intent, unless expressly one other agreement is made.

Stand: 29.08.2018