

Service, Support and Training

(valid from October 2021)

Conditions for charging service operations:

1. What is our understanding of Services?

Services may include: Visibility inspections, control measurements, service, support, instructions and training. Not included are assembly, installation, maintenance or adjustment activities. These tasks have to be done by the customer.

2. Prices

The Services are calculated on the basis of the time that is needed. The hourly rates for working time, travel time, waiting time and preparation time are as follows:

Monday-Friday

- within normal working hours
 - 06:00 a.m. – 08:00 a.m. 172,00 €
 - 08:00 a.m. – 17:00 p.m. 134,00 €
- outside of normal working hours
 - 17:00 p.m. – 22:00 p.m. 172,00 €
 - 22:00 p.m. – 06:00 a.m. 190,00 €

Saturday/Sunday and public holidays

On request.

3. Additionele cost

In the hourly rates are not included:

- Travel costs
(1st class train travel, business class air travel, car 0,99 € per kilometer)
- Accommodation costs (business class hotel)
- Other additional costs for specific customer requirements, for example the provision of a beamer, projection screen, etc. by Turck.

4. VAT

Over the total costs, the current VAT rate will also be invoiced.

5. Others

- General:

The prices of the services are valid from January 2020. After this date, prices are subject to change. Any necessary replacement parts will be charged separately. Furthermore, the General Terms and Conditions of Sale and Delivery for the Technology Industry - FME-CWM apply.

- Training:

In the case of customer training, the customer is required to provide a suitable training room with equipment such as beamer, projection screen, flipchart, writing utensils, electrical connections. The equipment is training-specific and can be agreed individually with the trainer. If the equipment is not available and has to be provided by Turck, it will be charged additionally. Material from the Turck delivery program will be made available by Turck during the duration of the training. Documentation and handouts are included in the training costs. Travel and preparation time will be charged. In case of waiting time or delay, this will be charged as well as the training time.