Company:	
Street and house no.:	
Postcode and town:	
Contact:	
Phone number:	

We hereby place an order with the elumatec AG company based on enclosed Price Information and Terms of Service for the repair / maintenance / programming / commissioning of the following machine (please use a separate form for each machine):

Machine model:	
Machine number:	
Year of manufacture:	

Work to be performed / fault description / other comments:

☐ Regional elumatec AG service engineer according to availability

☐ elumatec AG service engineer available the fastest within Germany
(Please note that depending on the availability of our engineers, this can result in higher travel costs)

☐ External service provider (appointment by arrangement) company: _____

_____   _____

Date   Stamp / signature

Please return page 1 signed via fax or email.
With your signature, you accept our terms of service on page 2 .

elumatec AG l Pinacher Straße 61 l 75417 Mühlacker l Phone +49 7041 14-250 l Fax +49 7041 14-251 l service@elumatec.com l www.elumatec.com

Valid as of 05-11-2024

PRICE INFORMATION AND TERMS OF SERVICE

1. Charge rates
The following hourly rates will be charged for our service personnel for working and waiting times:

Art. S099030050	Service engineer:	€ 105.00 / hour
Art. S099030002	Application engineer:	€ 105.00 / hour
Art. 099030100	NC engineer / programmer:	€ 165.00 / hour
Art. SO9901	Assembly / basic training costs per day	€ 1,215.00 / day

2. Weekend surcharges for engineers' work time
Art. S099030051	Service engineer, Saturday:	+50% (€ 157.50 / hour)
Art. 099030003	Application engineer, Saturday:	+50% (€ 157.50 / hour)
Art. 099030099	NC engineer / programmer, Saturday:	+50% (€ 247.50 / hour)
Art. S099030052	Service engineer, Sunday and bank holidays:	+100% (€ 210.00 / hour)
Art. 099030007	Application engineer, Sunday and bank holidays:	+100% (€ 210.00 / hour)
Art. 099030098	NC engineer / programmer, Sunday and bank holidays:	+100% (€ 330.00 / hour)

3. Travel costs
Art. S099030001	Travel costs per kilometre (incl. travel time):	€ 1.60
Art. S099030004	Travel costs per kilometre (incl. travel time), additional engineer:	€ 0.98
Art. S099030006	Overnight per diem for catering and accommodation	€ 140.00 / night
Art. S099030010	Overnight per diem, abroad	€ 170.00 / night
Art. S099030005	Railway trips, air travel, taxis, public transportation, etc. will be charged at actual cost.	

Travel costs will always be charged from elumatec AG to the work site!

Accommodation costs incurred at weekends in the context of service calls lasting several weeks will be charged according to the aforementioned conditions.

4. External service providers
Prices for external service providers   upon request

5. Engineer service calls
We request your assistance during the service call of our technicians. It is essential that our engineers can begin with the service works as soon as they arrive. The machine must be found in cleaned condition before any service work can be commenced. For the duration of the service call, suitable assistants and specialists, necessary aids and equipment as well as energy must be provided to us free of charge. Legal requirements do not allow our technicians to work alone. Furthermore, our technicians must be provided with all machine documentation (operating manuals, circuit diagrams, etc.) that were included in delivery with the machine.

6. Acceptance
Please inspect the machine for proper condition to your satisfaction after completion of the work. With your signature on the service report, you confirm the proper completion of the assembly/work and the number of working hours required.

7. Complaints
Please notify us of any possible complaints at the latest within eight (8) days after receipt of the invoice in writing; complaints received later can no longer be accepted. Subsequent improvements and replacement deliveries in the event of a notice of defects are always based on goodwill without acknowledgement of a service obligation.

8. Pricing and payment
The statutory VAT will be added to the aforementioned prices and invoicing takes place immediately after completion of the service activity. All services and deliveries are based on our general terms and conditions. These can be found at www.elumatec.com .