

# SERVICE TERMS & CONDITIONS of the AWS (Alzeyer Werkzeugmaschinen Service) GmbH

May 2008

## 1.0 Working Hours

Unless otherwise agreed, normal working hours will be governed by the statutory and collectively negotiated regulations in effect in the Federal Republic of Germany.

Normal working hours will be Mondays through Thursdays from 8:00 a.m. - 12.00 noon and from 12:45 p.m. - 4:30 p.m., Fridays from 8:00 a.m. - 12:00 noon and from 12:45 p.m. to 4:15 p.m. = 38.5 hours per week, including work, travel and waiting periods.

The beginning and end of work can be adapted to the customer company's needs to the greatest extent possible.

Agreements about overtime may be made taking into consideration the legal requirements. Normally, 10 hours a day or 50 hours a week should not be exceeded.

The purchaser must obtain all official permits that may be required.

## 2.0 Cost Rate Calculation

The following hourly rates for working and waiting periods will be charged for the services provided by our service staff:

a. Service Engineer	75.00 EUR/h
b. Travel	67.00 EUR/h

## 2.1 Overtime Pay

The following percentage rates above and beyond our normal hourly rates will be charged for work performed during the times beyond normal working hours (8:00 a.m. - 4:30 p.m.):

a. from 6:00 a.m. - 8:00 a.m. and from 4:30 p.m. - 6:30 p.m.	+ 25%
b. for each other working hour, as well as Saturdays	+ 50%
c. For work required on Sundays and Holidays, + 100% + a. and b. as applicable.	

## 3.0 Travel Expenses

Travel and trips by train, airplane, taxi, means of public transportation, etc. will be charged in accordance with the actual expense + 10%; if a personal passenger vehicle is used, 0.73 EUR will be charged per km in each direction.

### 3.1 Combined Trips

If our technical/engineering staff performs jobs at the facilities of several customers one after the other, the travel cost will be proportionally allocated to the various purchasers according to our best knowledge and ability.

3.2 If several trips to the purchaser's premises related to the same order are required, these costs will be calculated in the same manner.

## 4.0 Cost of Food and Lodging (per diem/accommodation allowance)

The accommodation allowance per calendar day and person will be calculated as follows:

### Domestic Travel:

For one-day business trips 20.00 EUR/day

For multi-day business trips 27.00 EUR/day

Overnight lump sum 45.00 EUR/day

or according to actual cost/expense

### Foreign Travel:

The cost of food and lodging will be calculated in accordance with the effective tax guidelines.

It shall be understood that the effective Mehrwertsteuer (value-added tax) will be added to the rates stated above.

## **5.0 During normal business hours, the assistance provided via our telephone Hotline service will be free of charge!**

6.0 We ask for your support during the assignments of our technicians/engineers on your premises. It must be assured that they can start assembly immediately upon their arrival.

7.0 Please notify us in writing of any potential objection or complaint within no more than eight (8) days after receipt of our invoice; later complaints will not be accepted. Please notify us immediately by telephone or fax, should any transgression, violation, irregularity or defective performance on the part of our assembly staff occur.

8.0 We request that you verify the proper condition of the machine after completion of work.

By signing this Service Report, you will be confirming proper completion free of defects of the assembly work as well as the number of working hours needed.

9.0 The only applicable Business Terms & Conditions shall be those available in our business premises.

10.0 The place of jurisdiction shall be Alzey for both parties.