General Terms and Conditions of Service

valid from 01.01.2027 for Austria and Hungary

The following conditions apply to the posting of service personnel in Austria, Hungary and Romania:

1. Costs

1.1 Labour costs per hour

For the deployment of our service personnel, we charge per working hour (Working time, set-up time, follow-up time and waiting time not due to our fault) for up to 10 hours. Travel time per day will be taken into account. **€ 145,00**

Working time more than 10h **+ 50%**
This applies incl. the travel time if the client has requested the extra work on the day of arrival is desired.

Working Time on Saturday **+ 50%**
This also applies to travel time which, due to the Saturday working time or the extended working hours on Friday, no longer permits a journey home.

Work on Sundays and public holidays **+ 100%**
This shall also apply to travel time which, due to work on Sundays and public holidays or the extended working hours on Saturday, no longer permits a journey home.

1.2 Travel costs per hour **€ 135,00**

1.3 Travel costs

CAR – per km **€ 1,10**
In special cases, a flat rate for travel costs can be agreed!

1.4 Maintenance contract

In the case of a maintenance contract agreed in writing, the hourly rate for labour costs per hour shall be reduced by 5% in each case if the "Comfort" option is ordered.

2. Working time

Normal working hours (Monday to Friday) are 8 hours per day. In exceptional cases, it may be extended to 10 hours or more, but only after prior agreement with the technical management. In addition, after the 10 hour period, an overtime surcharge of 50% will be charged. On Sundays and public holidays, a surcharge of 100% will be invoiced.
These surcharges apply to working- and travel time.

3. DAILY RATE FOR MEALS, LODGING

a) Daily rate **€ 59,00**
b) Lodging at cost

SHR GmbH
Sonnberg 5 • A - 3413 Kirchbach • Tel: +43 2242 20 402 • Fax: +43 2242 20 402-10 • office@shr.at • www.shr.at
Raiffeisenlandesbank Niederösterreich-Wien AG • Handel mit Maschinen
IBAN: AT91 3200 0000 1234 5187 • BIC: RLNWATWW LG St.Pölten • Firmenbuchnummer: FN 454825 k
UID Nr.: ATU 71178879 • Steuernummer 22290/0524

4. OTHER CHARGES

Other travel expenses, e.g. airline tickets, road or toll charges, parking garage, taxi etc. are charged according to voucher.

5. EXPRESS DEPLOYMENT

We reserve the right to exclude service calls from the regular schedule due to a particular urgency (e.g. reaction time within 24 hours) from the regular schedule. They will be invoiced as an "express service" with a surcharge. **€ 500,00**

6. SERVICE REPORT AND ACCOUNTING

The client shall certify to our service personnel before departure the hours worked and the proper completion of the work ordered.
The signed service report serves to issue our corresponding invoice and cannot be complained about later. If desired, the client will receive a copy of the service report with our invoice.

7. SUPPORT

Any auxiliary staff that may be required for the service work shall be provided to us free of charge. We request that auxiliary equipment such as crane systems, lifting gear and conveyors be made available

8. REMOTE MAINTENANCE

Includes telephone & TeamViewer support.
The use of our support is charged according to expenditure and a cycle time of one half hour will be charged. The hourly rate is **€ 145,00**.

9. SPARE PARTS

For net order values below € 100.00, a minimum quantity surcharge of € 30.00 will be charged. For returned goods, an inspection and restocking fee of 20% of the net value of the goods, but not more than € 500.00, will be charged. In the case of defective returned spare parts, the repair costs will be invoiced. In the case of returned spare parts that can no longer be repaired, the new price of the spare part will be invoiced. The return of wear parts and operating materials is excluded.

10. FURTHER TERMS AND CONDITIONS

Here we refer to our General Terms and Conditions of Business (www.shr.at).
Deviating conditions are only valid if they have been confirmed by us in writing.
Applicable law : Austrian law !

Kirchbach, 01.01.2027

SHR GmbH
Sonnberg 5 • A - 3413 Kirchbach • Tel: +43 2242 20 402 • Fax: +43 2242 20 402-10 • office@shr.at • www.shr.at
Raiffeisenlandesbank Niederösterreich-Wien AG • Handel mit Maschinen
IBAN: AT91 3200 0000 1234 5187 • BIC: RLNWATWW LG St.Pölten • Firmenbuchnummer: FN 454825 k
UID Nr.: ATU 71178879 • Steuernummer 22290/0524