

Castell'Alfero,

Dear Supplier

Subject: technical support rates 004

Technical services at the customer's facility	Machine manufactured	
	from 1990 to 2005	since 2006
Waits on work days and trip working hours	€/h 60,00	€/h 40,00
Service during normal working hours with a senior engineer	€/h 300,00	€/h 100,00
Service during normal working hours with an electronic/qualified mechanical technician	€/h 240,00	€/h 80,00
Telephone service	€/h 216,00	€/h 96,00
Fixed expense for the call	€/h 100,00	€/h 50,00
Km costs	€/Km 0,90	€/Km 0,90
Flight ticket / Hotel stays	Total refunding of documented expenses	

Training / consultation	Machine manufactured	
	from 1990 to 2005	since 2006
Basic Training with a qualified technician	€/days 1.000,00	€/days 700,00
Advance Training with a qualified technician	€/days 2.000,00	€/days 900,00
Consultation with senior technician	€/days 2.600,00	€/days 1.200,00
Travel expenses	€/h 60,00	€/h 40,00
Flight ticket / Hotel stays	Total refunding of documented expenses	

Tariff validity: from January 2020
Payment Terms: Usual in use

- The price list may be subject to changes that will be communicated by any written means.
The changes will be effective 3 days after the communication.
Variations will not apply to interventions booked prior to the notification of variation.
- For the purposes of the tariff, every fraction of an hour after the first hour will be considered to be 30 minutes (with a tolerance of 5 minutes)
- It is specified that for customers who have signed an annual service contract, the "From 2006" rate will also apply for machines built before.

 For acceptance, The Customer
