



Appendix to Terms & Conditions of Installation Services
BHS Intralogistics GmbH
[Version: 03/11/2024]

Prices for spare parts, repair, maintenance and other service interventions as well as supplement to maintenance contracts, §5.1 Terms and Conditions of Service and Spare Parts.

1. Rates

1.1 The regular working times as well as the standby, preparation and post processing times have to be paid at following rates:

Service Technicians	EUR/per hour	98,00
Senior Service Technicians	EUR/per hour	128,00
Software developer	EUR/per hour	164,00
Emergency Services 24/7	EUR/per hour	164,00
Special Services	EUR/per hour	164,00
Helpdesk – Online-Support / 24/7	EUR/per hour	198,00

1.2 Regular working hours are from Monday to Saturday 8 hours/day, but max. 40 hours/week. If the working hours exceed these hours, the following surcharges listed in No. 2. are to be paid. This includes work performed on Saturdays.

1.3 Standby hours are those time periods during which the installation personnel after arrival on installation site cannot commence work for reasons beyond our control. During preparation time preparatory work is carried out. Travel time is the time required by our personnel to reach the installation site in the interest of the customer.

2. Surcharges for overtime

Overtime (more than 8 hours, Monday to incl. Saturday), Sunday, holidays, at night (8.00 p.m. until 6.00 a.am):	30%
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3. Costs for lodging and travelling

The following rates are charged for BHS personnel for lodging and daily allowance / additional costs:

Daily allowance with lodging (daily rate)	EUR	190,00
Daily allowance without lodging (daily rate)	EUR	90,00

per calendar day including travel day, as lodging and board rate. Alternatively, the lodging costs may be directly borne by the customer. The allowances will not be reduced for board granted to our personnel.

4. Travelling

The cost for lodging and travelling for BHS personnel including transport costs for tools taken by BHS personnel as well as additional costs will be charged according to the effectively accrued costs. For the refund of travelling to and back from the customer's site, the following rates are to be paid:

Flat rate for arrival and departure		
Passenger car (incl. all travel expenses for 1 person):	EUR/km	1,98
Any further passenger	EUR/per hour	98,00
Travelling time for arrival and departure by airplane, miscellaneous:	EUR/per hour	98,00
Air fare, miscellaneous		at costs accrued

5. Miscellaneous

Daily rates, fixed price packages, special services and service packages on request or according to individual agreements respectively.