

Customer service and installation conditions of OSCAR PLT GmbH

**Charge rates for
 Customer service / commissioning / assembly / programming /
 Development / Training / Application Center
 - valid from 1st January 2026 -**

I. Basis Charge rates

Hourly rates

Application Centre - welding cell	70,00 €
robot welding cell with welding systems or CNC system with welding systems	
Service technician	107,00 €
Assembly / installation / set in operation of systems; maintenance and service.	
System- / Prozess Engineer, Programmer	143,00 €
Concepts, designs, installation management, programming and adaption of software, instruction and process development, training.	
All types of remote support	155,00 €
Telephone, E-mail, remote access to OSCAR system, visual remote assistance.	
Travel time	95,00 €
For all staffs.	

Surcharges

Overtime surcharge after 8 hours	25%
Saturday surcharge	50%
Sunday surcharge	100%
Public holiday surcharge	125%
Night surcharge (from 18.00 until 07.00 o'clock)	50%

Travel costs

Driving by passenger car from/to plant Klipphausen	0,90 € / km
Truck	real effort basis
Rental car, train, flight, ship, accommodation	real effort basis
Daily allowance charged according to valid rules of German tax authority.	

Minimum Order Value - MOV

For each single order the MOV is 350,00 €.

Should a single order not reach this amount a processing fee up to 95,00 € has to be invoiced.

The choice of means of transportation for the arrival and departure is based on economic considerations. Travel costs are calculated on the basis of the actual costs incurred to and from the place of work. If no suitable accommodation can be found in the vicinity of the place of work, travel time and travel costs will be charged additionally.

II. Replacement of assembly personnel

If it becomes necessary to replace our assembly personnel for a reason for which we are not responsible, the costs incurred as a result shall be borne by the customer. This shall also apply in particular to the replacement with overnight accommodation in the event that our



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Sparkasse Elbe-Elster
 Konto: 3100213148 BLZ: 18051000
 IBAN: DE97180510003100213148
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representatives are medically unfit for work during the installation. Our assembly personnel are obliged to return home immediately after being medically fit for transportation.

III. Material

The material used will be invoiced at daily prices.

IV. Technical assistance provided by the customer

The customer must take over or provide in good time at his own expense and risk:

Carrying out all construction work Unloading the means of transportation and transporting the assembly parts to the assembly site Cleaning the assembly parts and protecting them from harmful influences Providing the necessary auxiliary personnel and equipment The technical assistance of the customer must ensure that the assembly can be started immediately after the arrival of our assembly personnel and can be carried out without delay until acceptance by the customer.

V. Acceptance

After completion of the work, the customer must certify the working time and the work performance of our personnel on the form provided to him on site

VI. Repair cost quotations / return of goods

A cost estimate to determine the necessary repair costs for defective products will be charged at a flat rate of 150.00 EUR. This also includes the costs incurred for troubleshooting and a repair recommendation. If the repair order is placed, this lump sum shall not apply.

Return if no order is placed:

If no response is received within three months of sending the cost estimate, we reserve the right to return the products sent to us at our expense and to charge a flat rate of EUR 150.00 for preparing the cost estimate.

Return after repair has been carried out:

Components replaced during the repair will be returned to the customer at the customer's expense if the customer so wishes. Defective components that are marked as original OSCAR PLT components or serve to identify them will not be returned after repair in order to protect customers and OSCAR PLT from misuse of these parts.

Parts remaining at OSCAR PLT become the property of OSCAR PLT upon removal, while the newly installed parts become the property of the client of the repair.

VII. Disposal

We reserve the right to charge a scrapping fee of 150,00 € for systems and equipment not manufactured by OSCAR PLT.

VIII. Terms of payment/ Delivery conditions/ place of performance

Due date for payment	within 30 days - without deduction
	Oscar PLT is entitled to demand payment in advance
Delivery	Incoterms 2020, FCA, plant location Klipphausen
Pricing	netto, plus applicable statutory value added tax
Business hours	Monday - Friday between 07:00 - 16:00
Validity	from 01.04.2025

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