

General Terms of Installation and Service Works

J. Zimmer Maschinenbau GmbH hereafter referred to as ZIMMER AUSTRIA.

Timeline / Planning

For new installations following is mandatory:

- The start of the ZIMMER AUSTRIA's technician/electrician/technologist deployment will be scheduled during the "Project-Kick Off Meeting", between ZIMMER AUSTRIA and the BUYER, 2-3 months prior to the installation date.
- Preparation of the installation site based on the "Project-Kick Off Meeting" and "Infrastructure Requirements" must be provided by the BUYER.
- Providing of agreed installation support (i.e. additional workers) and tools.
- The machine has arrived at the installation site.

For service works scheduled in advance, the date has to be agreed upon at least 2 months earlier.

- Preparation on site, required for the offered service works must be provided by the BUYER.

For urgent repairs ZIMMER AUSTRIA will send a technician/electrician/technologist, if possible, immediately after receipt of BUYER's request.

**The following costs have to be borne by the BUYER,
unless otherwise agreed**

(concerns all installation and service works also during warranty period)

Travel expenses:

Following costs must be paid by the BUYER after invoicing by ZIMMER AUSTRIA:

- Flight tickets (economy and premium economy) from Munich, Innsbruck or Salzburg (and their changing/rebooking)
- Airport transfers from/to the airport in Austria/Germany.
- Railway ticket 2nd class
- Excess baggage
- Taxes, duties or other expenses (i.e. visa, staying and working permits) in connection with installation works or services rendered by ZIMMER AUSTRIA.
- In case a ZIMMER company-car is used, ZIMMER AUSTRIA shall charge **EUR 0,70 per kilometer**.
- Extra costs (i.e. toll fees) will be invoiced as „additional travelling costs“.
- Travelling hours are invoiced at **EUR 69,-- per hour**.
- In case a rental car is used, ZIMMER AUSTRIA shall charge the rental fee and fuel costs.
- All local transportations: from and to the airport, daily transfers hotel – installation site – hotel (if not arranged by the BUYER).
- The accommodation has to be in hotels of European standard – room (at least 3-star) with bath or shower and has to be paid and organized by the BUYER.
- Mandatory vaccinations e.g. yellow fever, hepatitis, ... as applicable in BUYER's country.
- Covid tests and other costs that may arise from special mandatory health care measures as applicable in BUYER's country.

Allowances (day and night):

The **daily allowance is equivalent of EUR / day** will be invoiced by ZIMMER AUSTRIA.

The **overnight allowance is equivalent of EUR / night** will be invoiced by ZIMMER AUSTRIA if the technician/electrician/technologist has travelling- or working hours on his time sheet between 10:00 p.m. and 6:00 a.m.

Standard working hour rates for all technician/electrician/technologist from ZIMMER AUSTRIA:

EUR 119,-- normal hour for working- and waiting hour (38,5 h week)

EUR 148,-- 50% overtime hours (on Saturdays and Mo-Fr between 6 a.m. and 7 p.m. if 38,5 h week is used up)

EUR 179,-- 100% overtime hours on Sundays, Austrian national holidays and for night hours between 7 p.m. and 6 a.m.

- The installation / service invoice is based on the number of working hours shown on ZIMMER AUSTRIA's technician/electrician/technologist working sheet, the working sheet being confirmed by the BUYER.
- Any overtime hours arising should be agreed prior between the BUYER and ZIMMER AUSTRIA, except there is a separate agreement between ZIMMER AUSTRIA and the BUYER existing.
- The payment of overtime hours directly to ZIMMER AUSTRIA's technician/electrician/technologist is not permitted.
- Waiting hours during the installation due to incomplete foundation, lack of additional workers, lack of tools or material, will be invoiced as normal hours.
- In case the work is delayed due to BUYER's fault for more than 5 days, ZIMMER AUSTRIA reserves the right to withdraw the technician/electrician/technologist.
- In such case the travelling costs for repeated journey will have to be borne by the BUYER.
- ZIMMER AUSTRIA reserves the right to adjust working costs and daily allowance to the price situation existing at the time of installation / service.

Otherwise, the General Delivery Terms of Erection of the Association of Austrian Machinery and Steel Construction Industries in the version of January 1, 2002 will apply.

Field Service Department | J. ZIMMER MASCHINENBAU GMBH | KUFSTEIN (AUSTRIA)