

Dear customer,

You are currently in telephone contact with our technical department.

During the interview / telephone assistance, four cases may arise:

- 1/ the problem can be resolved remotely with our technician
- 2/ our advisor informs you that it is necessary to replace your hardware. A quote will be sent to you.
- 3/ the problem cannot be solved by telephone, an on-site visit is necessary. A quote will be sent to you.
- 4/ Remote commissioning

In case No. 1, your system is no longer covered by the guarantee, our telephone service will be invoiced. The hourly rate is **105 eur** excluding tax (every half hour started will be charged).

A remote service intervention is guaranteed for one month. If within this period, a new intervention is necessary for the same breakdown / the same malfunction, you will not be invoiced for it.

PLEASE SIGN BELOW THE ACCEPTANCE DOCUMENT :

I have been informed by the after-sales service that the remote repair will be invoiced to my company according to the conditions described above and **I undertake to accept and pay the corresponding invoice.**

Company Name : Berthaller AG Widnau

Phone contact name : M. Hutter 0041 71 7270266

Order number (optional) :

Terms of payment : 30 days

Date : 30.9.24

Signature :



To return today to : magali.zito@bst.group

PRICE VALID UNTIL 31/12/2023