

CONDITII DE SERVICE

Timpul de lucru si calatorie

Timpul de lucru si calatorie la beneficiar va fi facturat in concordanta cu lista de preturi. Se aplica preturile in vigoare la data interventiei.

Timpul de lucru si suprataxe

In timpul orelor normale de lucru (6.00 a.m. la 7.00 p.m.), timpul de lucru si calatorie va fi facturat cu tariful orar de baza. Pentru timpul de lucru si calatorie in afara programului normal de lucru, se vor aplica urmatoorii coeficienti de suprataxa, aplicati la taxa orara de baza:

	6 ⁰⁰ la 18 ⁵⁹	19 ⁰⁰ la 05 ⁵⁹
Luni -Vineri	1.0	1.5
Simbata	1.5	2.0
Duminica / sarbatori legale	2.0	2.0

Taxa kilometraj

Pentru calatoriile facute cu masina de service , cind se executa obligatii contractuale, o taxa pe kilometrii parcursi va fi facturata clientului in concordanta cu lista de preturi.

Piese de schimb

Orice piesa se schimb livrata sau inlocuita, va fi facturata in concordanta cu lista de preturi.

Daca furnizorul nu este capabil sa furnizeze piesele de schimb necesare cerute, (calamitati naturale si alte motive), aceasta nu ne da dreptul la compensatii sau anulara contractului. Penalizarile pentru neperformanta nu sunt acceptate.

Piese inlocuite

Conceptul de inlocuire este o operatie definita pentru anumite piese de schimb.

La primirea unor piese inlocuite, o valoare de pina la 50% din pretul de lista (depinde de producator), va fi rambursata.

Cheltuieli de transport

Toate cheltuielile de transport si ambalare pentru piesele de schimb si piesele inlocuite vor fi facturate ca atare.

Calitatea muncii

Toate lucrarile de reparatii si mentenanta vor fi executate cu profesionalism in concordanta cu instructiunile producatorului.

Dispozitive si echipamente

Daca in timpul muncii de intretinere si reparatii sunt necesare echipamente si dispozitive de ridicat sau alte dispozitive, acestea vor fi puse la dispozitie de client fara taxe cind este posibil. Daca alte dispozitive si echipamente sunt cerute, acestea se vor factura clientului.

Raport de service

Munca depusa la client va fi documentata intr-un raport de service. Prin semnarea acestui raport, clientul va accepta executia lucrarii si/sau livrarea pieselor de schimb. Este permisa si acceptata semnatura electronica in sistemul clientului. Daca clientul sau reprezentantul autorizat al clientului este absent la sfirsitul lucrului, documentele completate sunt de asemenea valabile fara semnatura clientului.

Raspundere

Furnizorul nu isi asuma nici o raspundere pentru pagubele aparute la masini in legatura cu munca de intretinere si reparatii daca nu se poate dovedi ca aceste pagube au fost cauzate de el sau de reprezentatul lui. Recunoasterea verbala a raspunderii de catre personalul de service nu este valida. Acceptarea raspunderii este valida doar in scris.

Garantie

Se asigura 3 luni de garantie sau limitata la max. 1000ore de functionare pentru manopera si piesele de schimb inlocuite. Prima limita se aplica. Garantia poate fi oferita numai dacã piesa a fost instalatã de cãtre tehnicianul nostru de service. Interventiile de service in timpul perioadei de garantie se fac in zilele lucratoare.

Reclamatii in garantie

Problemele reclamate in garantie de catre client trebuie raportate furnizorului imediat dupa descoperire si reclamatia trebuie facuta in scris.

In cazul reclamatiiilor intemeiate, piesele de schimb vor fi trimise de furnizor, care va suporta si cheltuielile de transport. In caz contrar aceste cheltuieli vor fi facturate clientului.


Furnizorul i-si stabileste singur cum i-si indeplineste obligatiile privind garantia, reparind toate piesele care s-au defectat in timpul perioadei de garantie, din cauza viciilor ascunse ale materialului sau executie incorecta, sau inlocuind aceste piese cu altele noi.


Aceasta garantie nu include defecte care apar ca rezultat al utilizarii incorecte, nerespectarii termenilor de service sau nerespectarii instructiunilor de utilizare ale producatorului. Nu se aplica nici o garantie pentru piesele de uzura (ulei, lubrefianti, curele de transmisie, sisteme de etansare).


Nota


Pentru toate cazurile care nu sunt prevazute in aceste conditii de service, se aplica Norme si conditii generale ale Teximp SA.


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SERVICE CONDITIONS

Working and travel times

The contractor's working and travel times shall be invoiced in accordance with the price list. The prices valid on the date of intervention apply.

Working times and surcharges

During normal working hours (6 a.m. to 7.00 p.m.), working and travel times shall be charged on the basis of the valid basic hourly rates. For working and travel times outside normal working hours, the following surcharge factors shall be applied to the basic hourly rates:

	6 ⁰⁰ a.m. to 6 ⁵⁹ p.m.	7 ⁰⁰ p.m. to 5 ⁵⁹ a.m.
Weekdays	1.0	1.5
Saturdays	1.5	2.0
Sundays / statutory holidays	2.0	2.0

Mileage allowance

For trips made with the service vehicle when performing contractual duties, a kilometre allowance shall be charged in accordance with the price list and invoiced to the customer.

Spare parts

Any spare parts supplied or fitted shall be invoiced in accordance with the price list. If the contractor is unable to supply the necessary or requested spare parts, (due to an Act of God, disruptions to operations or material procurement difficulties, etc.), this does not give rise to any entitlement to compensation or cancellation of the contract. Penalties for non-performance shall not be accepted.

Exchange parts

An exchange concept is in operation for specially defined spare parts. Upon returning an exchange part, a sum up to 50% of the list price (depending on the manufacturer) is reimbursed.

Freight costs

All freight and packaging costs for spare parts and exchange parts shall be invoiced accordingly.

Performance of work

All maintenance and repair work shall be executed and documented professionally and properly in accordance with the manufacturer's instructions.

Aids and appliances

If, when performing maintenance and repair work, additional helpers, lifting tackle or other equipment should be required, these are to be provided by the customer free of charge wherever possible. If other aids and appliances are required, the customer shall be invoiced for these.

Service reports

All the work performed at the customer's shall be documented in a service report. In signing this report, the customer acknowledges the execution of the work and/or delivery of the spare parts. To this end, signatures generated electronically on the contractor's systems are also permissible and binding. If either the customer or an authorised agent of his is absent at the time of the work being completed, the documents produced by the contractor are also valid without the customer's signature.

Liability

The contractor does not accept any liability for any damage to machines arising in conjunction with maintenance and repair work, provided that it cannot be proven that this damage has been caused by him or his representative. Verbal acknowledgements of liability by the contractor's service personnel are not valid. Any acknowledgements of liability are only valid in writing.

Warranty

We provide a 3-month warranty, limited to max. 1000 operating hours, on the work we perform and the spare parts we fit. The first limit reached applies. Warranty can only be provided if the part was installed by our Service technician. Service call-outs during the warranty period are always performed on weekdays.

Warranty claims

Warranty claims issued by the customer are to be reported to the contractor immediately after their discovery and should be made in writing.


When submitting warranty claims, the parts relating to these are to be sent to the contractor carriage free, otherwise the freight costs will be subsequently charged to the customer. The contractor performs his warranty obligations at his own discretion either by repairing all the parts that have developed a fault during the warranty period as a result of a material defect or incorrect workmanship, or by replacing these with new parts. This warranty does not include defects that arise as a result of improper use, failure to observe the service intervals or failure to observe the manufacturer's operating instructions.


No warranty provision whatsoever applies for wear parts (oils, lubricants, drive belts, seals).


Additional legal information


For all cases not governed by these service conditions, the General Terms and Condition of Teximp SA apply.


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