TURCK
Your Global Automation Partner

Price List for Service, Support and Training

Status: February 2023

The following price list contains the hourly rates charged by TURCK service personnel as part of service and support services, as well as prices for training courses.

For general services such as technical service preparation, provision of spare parts, preparation of plans and instructions as well as for service monitoring, at least one (1) hour is charged as part of a service order in addition to the working and travel time reported in accordance with the service log. The maximum calculated preparation and follow-up times per order are eight (8) hours.

This price list applies to customers with their registered office and place of performance in Germany. Prices and conditions for services outside Germany will be communicated on request.

1. Servicing and Support

Days	Time	Surcharge	Support, service, and application technicians	Engineering and programming
Monday to Friday	8:00 a.m. to 5:00 p.m.		€134.00 per hour	€200.00 per hour
Monday to Friday	5:00 p.m. to 10:00 p.m.	+25 %	€168.00 per hour	€250.00 per hour
Monday to Friday	10:00 p.m. to 8:00 a.m.	+50 %	€201.00 per hour	€300.00 per hour
On Saturdays		+50 %	On request	On request
On Sundays		+100 %	On request	On request
On public holidays		+150 %	On request	On request

2. Training

Services	Prices
Training at TURCK in Mülheim	€440.00 per day and per participant
Training on the premises of the ordering party	€1500.00 per day for up to six participants
Additional preparation/follow-up time for individualized/application-related training	€134.00 per hour

3. Travel and Ancillary Costs

The hourly rates do not include travel and ancillary costs.
The choice of means of transport and accommodation option is at TURCK's discretion.

3.1 Daily allowance
Daily allowance is invoiced on the basis of the applicable tax-deductible lump sums depending on the place of deployment.

3.2 Travel costs

	Cost
Company vehicle	A flat rate of €0.80 per kilometer driven
Rental vehicle	As per receipt
Rail travel (min. 2nd class)	As per receipt
Air travel (min. economy class)	As per receipt
Sea travel (min. economy class)	As per receipt

3.3 Overnight accommodation costs

	Cost
Within Europe	Business class hotel, 3 stars as per receipt
Outside Europe	Business class hotel, 4 stars as per receipt

3.4 Other ancillary costs
Other ancillary costs will be invoiced according to expenditure.

	Cost
Other incidental costs e.g. visas, excess baggage etc.	As per receipt plus 10 % processing surcharge
Tools and materials	According to consumption

4. Conditions and Notes

- The current version of the price list applies when commissioning.
- For servicing and support, as well as for training, the General Conditions for the Supply of Products and Services of the Electrical and Electronics Industry apply in their respective valid version (the "green" delivery conditions as defined by German industry body ZVEI, available at link) and the Terms of Business for Services in their respective valid version (available at link).
- The hourly rates apply to working, travel, transfer, waiting and preparation/follow-up times.
- Billing takes place on a half-hour basis.
- The prices are in euros and are subject to any applicable VAT.
- The statutory holidays at the place of employment are relevant, but at the least the statutory holidays of the Federal Republic of Germany apply.
- When commissioning a short-term deployment, the right to invoice a surcharge is reserved.
- If a third party is commissioned, the costs incurred by TURCK plus a 10 % processing surcharge will be invoiced.
- Payment must be made within 14 days of the invoice date.
- Prior to the start of the work, the customer must create the necessary conditions for the required work to be carried out in accordance with the applicable accident prevention regulations.
- The start of the deployment is the personnel departure from Mülheim an der Ruhr, Germany. The end of the deployment is the personnel arrival back in Mülheim an der Ruhr, Germany.
- Upon commissioning, the customer agrees that the service personnel will take all necessary measures to restore the function of the products. This may also include replacement of built-in products.
- Spare parts will be invoiced separately by TURCK at the valid list prices.
- The work carried out and the times incurred must be confirmed by the customer by signature on the submitted hourly reports.
- For the engineering and programming service, a detailed description of the task is required from the customer through the submission of (technical) specifications. On this basis, a performance specification is drawn up for the deployment; this documents the scope and framework of the service.
- In the event of a deployment outside Germany, the travel and safety instructions issued by the Federal Foreign Office are taken into account, as are any applicable health instructions and entry restrictions. In case of doubt, TURCK is responsible for deciding at its reasonable discretion whether to start or continue the deployment abroad.