



SERVICE RATES 2025

1 Labour Charges - Weekdays - Monday through Friday

Regular time	First eight (8) work hours per day* minimum charge 8 hours	EUR 130,00/hour
Overtime	Work hours after first eight (8) work-or travel hours*	EUR 210,00/hour
Night work	10.00 p.m. to 8.00 a.m.	EUR 250,00/hour
Layover	For each weekday our representative must stay, but no work can be performed, a flat charge will apply	EUR 840,00/day
Travel time	First eight (8) travel hours per day* minimum charge 8 hours	EUR 105,00/hour

**Regular time = first eight work or travel hours per day; if there is travel time prior to work hours, then regular time will become over time after the first 8 work/travel hours.*

2 Labour Charges -Weekends - Saturday, Sunday and/or Italian Holiday

Regular time	First eight (8) travel hours per day* minimum charge 8 hours	EUR 175,00/hour
Overtime	Work hours after first eight (8) work-or travel hours*	EUR 270,00/hour
Night work	10.00 p.m. to 8.00 a.m.	EUR 335,00/hour
Layover	For each day our representative must stay, but no work can be performed, a flat charge will apply	EUR 960,00/day
Travel time	First eight (8) travel hours per day* minimum charge 8 hours	EUR 120,00/hour

**Regular time = first eight work or travel hours per day; if there is travel time prior to work hours, then regular time will become over time after the first 8 work/travel hours.*

3 Travel Charges

All travel expenses (such as airplane and/or train ticket, rental car, taxi, local transport, highway toll, airport parking, travel to and from airport, visa etc.) will be charged at cost + handling fee of 15%.

The following notes apply:

- a) Travel by company service car will be charged EUR 1,00/km
- b) Travel by airplane: Price of Business Class Ticket for flights over 6 hours; Price of Economy Class for flights less 6 hours
- c) Travel by train: Price of First Class Ticket.

4 Subsistence Charges (Board and Lodging)

All Living Expenses (such as Hotel Accommodation and food requirements) will be charged at cost + handling fee of 15%.

5 Cancellation Fees

If a service visit already confirmed is subsequently cancelled or postponed, it will be charged on the first day of assistance and all expenses related to the booking cancellations +25% handling fee.

6 Important General Remarks

- a) After maximum 12 working or travel hours, a minimum of 12 hours of rest must be foreseen and charged to the Customer as Layover.
- b) Customers will need to provide a qualified engineer for technical support to our Service engineer.
- c) It will be the customer's responsibility to provide any safety compliance and/or induction requirements before our engineers arrive on site in order to prevent delays and to avoid any additional charges
- d) All costs related to the management of the Covid emergency incurred by the company will be charged at the cost + handling fee of 15%. **Quarantines imposed by the competent authorities (whether they are to be carried out prior to and / or following our technical assistance) will be charged as layover.**