



Service Conditions

SAR Elektronik GmbH

Hourly rates, daily rates and travel expenses, as of 11/2023

1. Working hours

Preparation times, travel and waiting times are counted as services and will be charged according to the following conditions.

2. Billing according to actual expenditure on an hourly basis

Hourly rates without additional costs within the usual working hours between 8am and 6pm, included for a maximum of 8 hours:

Service Mechanics	€ 110.-/hour
Service Engineer	€ 135.-/hour
Application Engineer / Developer	€ 160.-/hour

3. Billing according to daily flat rates

Daily flat rates without additional costs within the usual working hours between 8am and 6pm, 8 hours included:

Service Mechanics	€ 880.-
Service Engineer	€ 1.080.-
Application Engineer / Developer	€ 1.280.-

4. Billing for remote support / remote maintenance

Remote maintenance support is also billed at the rates mentioned above.

5. Supplements for services outside normal working hours

Work from the 9th hour per day, between 6pm und 10pm and 6am and 8am:

Surcharge	25 %
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Work between 10pm and 6am and on Saturdays:

Surcharge	50 %
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Work on Sundays and public holidays:

Surcharge	100 %
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If services are required on weekends, public holidays or at night, a written agreement between the customer and SAR is required. For the calculation of the surcharges for public holidays, the public holidays at the place of work apply.



6. Use of the SAR service portal under www.sar.biz/service

The SAR service portal is available to our customers 24 hours a day and 7 days a week, free of charge.

The processing of service requests via the portal generally takes place during our normal office hours. Unless otherwise agreed, the processing of such requests will also be invoiced according to the above mentioned rates.

You can reach our service portal at: **www.sar.biz/service**

Just a simple one-time registration is required.

7. Travel expenses

SAR decides on the way of transportation. All travel times are working hours.

A maximum of 12 travel hours will be charged per calendar day.

The billing takes place for:

Air travel, within Europe, Economy Class	at actual costs
outside Europe, Business Class	at actual costs
Rental car, taxi, public transportation	at actual costs
SAR company car	0,75 € per kilometer driven

8. Accommodation costs

Overnight stays are billed according to the following packages:

Hotel package domestic	€ 110.- / night
Hotel package abroad	€ 145.- / night

If the above mentioned allowances are exceeded, billing takes place according to receipt. Alternatively, the accommodation costs can generally be calculated by proof.

9. Additional and other costs

Unless otherwise agreed, calculated as follows:

Daily rate Germany per calendar day	€ 35.-
Daily rate abroad per calendar day	€ 80.-

Proved additional costs will be calculated on receipt.

Other costs such as visa, fuel and parking fees, road fees, etc. are billed according to receipt.