



| Technician Support | Weekday Hourly Rate | Overtime & Saturday Hourly Rate | Sunday & Holiday Rate | Travel Rates |
|--------------------|---------------------|---------------------------------|-----------------------|--------------|
| On-site Service    | \$150               | \$225                           | \$300                 | \$150        |
| Warranty Support   | No Charge           | \$150                           | \$250                 | No Charge    |

Disclaimer:

**1. ON-SITE RATE:** Applies to all labor provided Monday through Friday between the hours of 8:00AM and 5:00PM local time (excluding igus® observed holidays), up to eight hours per day.

**2. OVERTIME RATE:** Applies to all labor provided beyond eight hours per day, Monday through Friday; to all labor provided between 5:00PM and 8:00AM, Monday through Friday; and to all labor & travel provided all day Saturday.

**3. SUNDAY/HOLIDAY/CRITICAL:** Applies to all labor provided on Sundays and holidays (as recognized by igus®) and service requested within 2 business day of requested service.

**4. MINIMUM SERVICE BILLING:** Except in cases of prior contractual agreement, when billable on-site service is delivered by an igus® Field Service Engineer, the customer will be responsible for a minimum of four hours service.

**5. MAXIMUM WORKING TIME:** For safety compliance of the igus® Field Service Engineer and the customer, at no time will an igus® Field Service Engineer work more than a maximum of 16 hours or according to local government policy – whichever is the most stringent during any 24-hour period.

**6. PARTS AND MATERIALS:** Parts and materials provided will be invoiced per igus® standard pricing in effect at the time of services rendered, except in cases of prior contractual agreement. igus® shall be the sole authority to determine warranty/non-warranty status of any service disputes.

**7. EXPENSES:** The customer will be responsible for payment of expenses for any igus® service engineer requested to be onsite.

| Expenses Flat Rate | First Day | Additional Day | Weekly |
|--------------------|-----------|----------------|--------|
| With Airfare       | \$1200    | \$300          | \$2400 |
| Car Travel         | \$200     | \$300          | \$1400 |

Included expenses: airfare, tolls, 4 overnight lodging/hotel, rental car, meals, PPE and other incidentals.

**8. CANCELLATION:** Cancellations made with less than a 1 week notice will be billed at 50% of standard rate. Travel related cancellation fees will be billed at cost. (igus® purchases nonrefundable travel)

**9. TRAVEL RATE:** Charged service time is portal-to-portal and is billed at the respective rate according to days and times as outlined above.

**10.** All time charged to the customer will be totaled and rounded to the nearest half hour.