

## General Information

### Explanations:

The Client shall assure the joint accuracy by ensuring exact bore positions in the parts to be joined.

Before a possible order confirmation can be given, the use of the components offered here must be verified using a sufficient number of specimens.

At the time of submission of the quotation, no part samples and/or CAD data had been provided for an interference edge analysis.

Service for components and/or systems supplied by us is provided from our Neumünster site.

Deliveries of spare and wear parts for setting tools are possible at short notice. Orders received before 12.00 h midday will be shipped on the same day as long as the orders are for parts in stock. The costs for shipment or express shipment, etc. shall be borne by the Client.

Spare or wear parts to be produced for a specific application or client are subject to a corresponding delivery time which will be announced at the time of delivery of the component/system. Our parts lists contain identifiers for spare and wear parts and recommendations for their stocking.

### Services to be provided by the customer:

On placement of an order, we require a sufficient number of sample parts for testing and setting. The Client undertakes to provide these free of charge.

The fasteners to be used must be free of burrs, oil or grease and must be clean and dry. Furthermore, the fasteners must correspond to the sample parts supplied to us. Chips and foreign matter could possibly result in malfunctions or destruction.

Power supply to the installation location and laying of cable trenches (if required) before the start of installation, covering of the cable trenches. If pneumatic components form part of the order, a compressed air supply (6 - 8 bar, filtered) to the installation location is necessary.

Client's system, product holder, handling of the workpiece, robots, superordinate control system, safety equipment, sensors for part detection, part feeding technology and part supply, etc.

Provision of the network address and VPN tunnel for any necessary remote maintenance work.

### Delivery time:

As per the separate quotation; after clarification of all technical details and receipt of the necessary sample parts and drawings. Should you have other delivery time requirements, please contact us. We will make every effort to meet your requirements.

### Passage of risk, acceptance:

1. The contractually manufactured supply item shall be accepted by a person to be designated by you in our works at the previously agreed time and shall be documented in writing in the form of an acceptance certificate. The acceptance certificate shall be signed by representatives of both contract parties. Special acceptance modalities shall be documented in writing prior to the order confirmation.

The risk shall pass to the Client when the supply item leaves the works, even in the case of partial deliveries or if the Supplier has also committed to other services, e.g. shipping costs or delivery and installation. Acceptance must take place without delay on the agreed acceptance date, alternatively after notification by the Supplier of the readiness for acceptance. The Client shall not refuse the acceptance on the grounds of an insignificant defect.

2. For the acceptance of the supply item, the Client shall provide a sufficient number of original parts and fasteners to be processed with the supply item free of charge. The Supplier shall not be liable for delays due to a lack of or an insufficient number of parts. In this case, the acceptance shall take place at the agreed time without parts.
3. If the acceptance is delayed or is not possible for reasons beyond the control of the Supplier, the risk shall pass to the Client on the date of notification of the readiness for acceptance or shipment. The Supplier shall undertake to take out the insurance demanded by the Client for the account of the Client.
4. Partial deliveries are permissible, as long as these are reasonable for the Client.
5. If installation in the Client's works has been agreed, the Client must ensure that all the preconditions: part availability, installation location, accessibility, compressed air, electrical power supply, etc. are satisfied by the agreed installation date.



### Hourly/daily rates:

Commissioning and production support will be invoiced according to the hourly or daily rates below and, where applicable, in accordance with the applicable provisions of the Federal Collective Wage Agreement for Assembly Workers in the Iron, Metal and Electrical Industry (BMTV), and the corresponding collective agreement on daily rates and hardship allowances. Travelling time is calculated as working time. All the indicated rates are to be understood net, without deduction.

### Scope Germany (scope abroad on demand)

Hourly rate per mechanic for travelling and working hours for service and commissioning:  
EUR 115.00

Hourly rate per engineer for travelling and working hours for service and commissioning:  
EUR 145.00

### Normal working hours

Monday to Friday, 8 hours per day in the period between 6.00 a.m. and 6.00 p.m.

### Hotel costs, incl. subsistence allowance

Daily allowance per employee for service and commissioning: EUR 100.00

### Travelling expenses

For kilometres driven by car to and from the Client's site, calculated from the Supplier's registered offices, we invoice 0,80 Euro/km.



## Warranty:

Our systems and devices are designed for single-shift operation and the use of blind rivets, blind rivet nuts, blind rivet studs in the size and material range described in the operating manual and the technical data. The warranty period is 12 months from the date of delivery.

For reliable and trouble-free operation, the setting tools require regular maintenance. For pneumatic blind rivet setting tools, attention must be paid to clean and dry compressed air; for blind rivet nut setting tools to clean and oiled compressed air.

Excluded from any claims for defects are wear parts (e.g. clamping mechanism, mandrels, seals and springs) and the remedying of damage caused by improper use or the use of other than original VVG accessories.

Any modifications made to the systems or devices supplied by us without our consent will void all and any warranty claims.

For major third-party products, our liability shall be limited to the assignment of the liability claims that we have against the supplier of the third-party product.

For deliveries abroad, our warranty shall be limited to the provision of the material or the necessary spare parts and of the personnel required to carry out the repair work. Other costs, in particular travelling and accommodation expenses, etc. shall be borne by the Client.

## Miscellaneous:

With the placement of the order, the Client acknowledges our general terms of sale and delivery as being binding. They shall apply exclusively unless they have been explicitly supplemented or amended in this quotation or other written agreements have been reached.

Requests for modifications after the issue of the order confirmation can be accepted only after agreement on an adjustment to the price and delivery time.

The system will be set up for the sample parts provided to us. We assume that the workpieces used later in practice correspond in full to the sample parts provided to us. We can assume no guarantee for the function in the event of deviations.

The scope of supply includes one set of CE-compliant VVG standard documentation.

If special documentation requirements have to be taken into consideration, this is only possible with a corresponding price adjustment.

The scope of supply does not include auxiliary materials and supplies.

The system complies with the accident prevention regulations, the guidelines of the VDE, the latest accepted engineering standards and is CE-compliant.

The scope of supply does not include installation and commissioning of the system and training of your operating personnel in your works. These can be carried out at additional charge, on request.