

Customer Service Conditions 2025

The following rates will be charged for the dispatch of our service technicians from 01.01.2025:

Hourly rate:

Travel hour EUR 89, -
Travel times are calculated from the nearest PROFIL-subsiary. Addresses attached.
Work and waiting hour: EUR 128, -

Expenses:

Daily expenses for each day of absence from Friedrichsdorf (Germany) EUR 66, -
Daily allowance for each day of absence from Friedrichsdorf (abroad) EUR 87, -

Travel costs:

- When traveling by car EUR 1,00 / km
Kilometers are calculated from the nearest PROFIL-subsiary. Addresses attached.
- When traveling by public transport (train, plane, etc.)
Calculation of costs according to valid tariff According receipt
- Accommodation costs at the place of deployment: EUR 100, -

Costs for special expenses shall be invoiced separately.

The billing of the incurred deployment costs takes place after the completed deployment and is calculated according to the actual expenditure. Since the invoice amounts are cash expenses, we ask you to send them to us immediately after receipt of the invoice, without any deduction. The above prices are ex works, plus VAT.

The provision of the following material and/or personnel support shall be at the expense and risk of the Purchaser:

1. Auxiliaries to support our service technicians for the connection of the electrical equipment.
2. Tools and equipment other than standard PROFIL tools necessary for installation and commissioning.
3. Heating, lighting, and the like, including the necessary connections.

The working hours and work performance of the personnel provided by us are to be certified by the customer.

Place of performance and jurisdiction for both parties are Friedrichsdorf.

Attachement: Addresses of subsidiaries:

Germany:

PROFIL Verbindungstechnik GmbH & Co. KG, Otto-Hahn-Straße 22 – 24, 61381 Friedrichsdorf, Germany

France:

PROFIL France, 101 rue Pereire, 78100 SAINT GERMAIN EN LAYE, France

United Kingdom:

Melchett Road, Kings Norton, Birmingham B30 3HG, United Kingdom

Italy:

PROFIL Italia Srl, via Statale 99 A-B, I-23826 Mandello del Lario (LC), Italy

Poland:

PROFIL Poland sp. z o.o., ul. Mokronoska 2/111, 52-407 Wrocław, Poland