



## Number to call in case of a breakdown: +31 (0) 6 199 31 652

### During the months **September - March** available (Dutch time):

Monday - Friday: 8.00 – 21.00  
Saturday and Sunday\*: 9.00 – 18.00

### During the months **April – Augustus** (Dutch time):

Monday - Friday: 08.00 – 21.00

- > Your call will be answered by an engineer, or a voicemail will ask for your details. The correct engineer will call you back within 1 hour.
- > Depending on the situation the break down will be localized by asking you some detailed questions. If possible the engineer will help you to restart the machine. In case the support by phone takes longer than 30 minutes, rates as below will be calculated.
- > If necessary and by mutual agreement, an engineer will visit your site to solve the problem (not on Sunday). This will depend on the spare parts needed and its stock availability.

*Our breakdown number will not be available on the following (Dutch) holidays:*

*New Years day, Eastern (2 days), April 27 (Kings Day), Ascensions day, Pentecost (2 days), Christmas (2 days)*

### **Rates Alpine Engineering (Dutch time)**

*(working hours, as well as support by phone which takes longer than 30 minutes, and waiting time caused by buyer/client)*

Monday - Friday 08.00 until 21.00:	€ 70,00	per hour, excl.VAT
Monday - Friday after 21.00:	€ 85,00	per hour, excl.VAT
Saturday and Sunday*:	€ 85,00	per hour, excl.VAT

#### Travel time rates:

Monday – Friday:	€ 50,00	per hour, excl.VAT
Saturday and Sunday:	€ 65,00	per hour, excl.VAT
Kilometres:	€ 0,45	per km travelled by car**
Flight ticket:	costs	
Sejour (compensation for working abroad):	€ 20,00	per day per person, excl VAT

\* on Sunday support by phone only

\*\* an extra charge may apply in case of travelling by car including trailer

*All our quotations, all orders placed with us and all contracts concluded with us, are subject to the METAALUNIE CONDITIONS. These conditions are filed with the registrar of the District Court of Rotterdam. A copy of the Metaalunie conditions can be found on our website or can be sent to you on request.*