

tetronik Remote Support

First-time order

Follow-up order

Ticket No.: _____



Silberbachstrasse 10
65232 Taunusstein-Wehen
Germany

Phone: +49 6128 963-0
Email: info@tetronik.com
Web: <https://www.tetronik.com>

Please send fax order to: +49 6128 963-447

Company name: _____

Area code: _____ City: _____ Street: _____

Contact Person:

First name: _____ Last name _____

Phone: _____ Fax: _____

Email address: _____

Description of the problem:

DAKS serial number _____

Site of DAKS installation (end customer) _____

Order Item Numbers			
Amount	Item No. TNK:...	Description	Price [€] excl. VAT
1	...TRS-TKT	Base Price: Per problem ticket, or base charge for on-call service plus n times item No. TRS-30, depending on the required support time	218.00
	...TRS-30	Per ½ hour support time <u>during tetronik service hours</u> (tetronik service hours = Mon thru Fri, from 9 a.m. until 5 p.m., not on official holidays in the state of Hesse/Germany)	93.00
	...TRS-30A	Per ½ hour support time or on-call service <u>on work days</u> , <u>from 6 a.m. until 9 a.m. and from 5 p.m. until 10 p.m.</u> (not on Saturdays)	122.00
	...TRS-30S	Per ½ hour support time or on-call service <u>on weekends</u> , <u>on holidays or at night, from 10 p.m. until 6 a.m.</u>	140.00

Order number: _____

Date: _____ Signature: _____

With your signature you accept the Sales and Delivery Conditions of the tetronik GmbH.