

Terms of Use for Service Hotline

Apart from our General Terms and Conditions of Sales/Services, these Terms of Use for the Service Hotline shall govern any services we offer in conjunction with the provided Service Hotline and shall apply to our current and future business relationships. Agreements deviating from these General Terms and Conditions, including but not limited to contradictory terms and conditions of customers, and side agreements shall only become an integral part hereof upon our express written prior consent.

1. We are offering a telephone Hotline under a telephone number as notified by us as a service to our customers. Hotline services relate exclusively to Louis Schierholz GmbH products.
2. The aim of the Service Hotline is to assist our customers by giving individualized support for the analysis of faults relevant to our products and rectification of such faults. We do not guarantee success and, particularly, we do not guarantee the successful elimination of a fault made known to us by the customer.
3. We may access the customer's system via remote maintenance within the scope of rendering Hotline services, provided the customer's system meets the technical requirements for this, and if such a service is wanted by customer.
4. The Service Hotline is available to the customer during the following business hours:

Monday to Friday: from 7 a.m. to 10 p.m.

Saturdays, Sundays,
and bank holidays: from 8 a.m. to 4 p.m.

We do not guarantee that the Service Hotline is available during the aforementioned hours. We reserve the right to change the hours for the Service Hotline at any time, or to discontinue this service altogether.

5. The customer is notified at the beginning of the call that a fee will be charged for using the Service Hotline and that all services provided in conjunction with the Service Hotline are governed by these Terms of Use and our General Terms and Conditions of Sales/Services. The customer may terminate the call at this point without incurring a charge in accordance with Section 6. The customer agrees to these Terms of Use and our General Terms and Conditions of Sales/Services by continuing with the call.
6. The customer is charged a fixed basic fee each time the Service Hotline is used, which is € 200.00 an hour for calls from Monday to Friday, and € 300.00 an hour for calls on Saturdays, Sundays, or bank holidays. This basic fee is based on providing one hour of consultation services relevant to the fault reported to us. The customer will be charged for every started 15-minute period beyond this hour € 50.00 for calls between Mondays and Fridays, and € 75.00 for calls on Saturdays, Sundays, and bank holidays. These prices are quoted exclusive of value-added tax.
7. In accordance with Section 6, charges will incur for the duration consultation services are provided by us by telephone, for services rendered by us as a result of calling the Service Hotline, and upon consent by the customer, (e.g.: remote maintenance measures; error analysis based on an error log submitted by the customer), even if such services are provided outside the customer's Hotline call. Should the results of the error analysis indicate that work at the customer's location is required, we will submit a quotation to the customer, where possible, based on currently applicable prices and terms.
8. Apart from charges in accordance with Section 6, the customer is responsible for telecommunication costs incurred by using the Service Hotline.
9. The customer is not responsible for payment of Hotline services, if and insofar these services are rendered by us in fulfillment of contractual or legal obligations, such as warranty obligations or guarantee commitments.
10. For all services provided in conjunction with use of the Service Hotline, our General Terms and Conditions of Sales/Services, available at www.schierholz.de in their current version, shall apply in addition to the Terms of Use for the Service Hotline.