

Service Price List

Service	EUR excl. VAT
Service Call-Out	
Charge for each commenced 15-minute period of work	20.41 EUR
Charge per kilometre travelled for the round trip (including the technician's travel time)	0.82 EUR
Other	
Flat-rate fee (Return of goods to Krannich Solar s.r.o. without prior agreement and without an RMA number)	204.08 EUR
Preparation of documents required for processing a warranty claim – charge for each commenced 15-minute period of work (Fee for preparation of the necessary documentation by our technicians if the customer does not provide it, or provides it insufficiently, in accordance with the complaint procedure, including an insufficient description of the defect)	20.41 EUR
Charge for additional work for each commenced 15-minute period of work (If the customer deviates from the procedures defined in the Complaint Rules or Complaint Procedure, or fails to follow the instructions provided by our after-sales support department)	20.41 EUR

Price list valid from 01/09/2023