



GENERAL CONDITIONS FOR ACKNOWLEDGING ERRANDS AND RESPONSE TIME OF SERVICE DEPARTMENT

Reports of failures, problems or inspections are acknowledged on business days from Monday to Friday from 8:00 to 16:00.

1. Phone errands:

- 1.1 Phone errands should be directed to the phone number [+48 609 603 812](tel:+48609603812);
- 1.2 In emergency cases, such as total machine standstill, phone contact is allowed on Saturdays that are not public and bank holidays;
- 1.3 The phone contact is to obtain information about the issue and to determine between the parties how to perform the service intervention;
- 1.4 After the phone errand, it is required to fill out the Service Errand form and send it by the Customer via e-mail to service@taskoprojekt.com;
- 1.5 The Service Errand form is available on TASKOPROJEKT S.A. website in the Contact tab – Service Department – Documents or will be sent to the Customer via e-mail;

2. Errands via e-mail:

- 2.1 Written errands via e-mail are to be sent onto the general e-mail address: service@taskoprojekt.com;
- 2.2 The Customer is requested to fill out the Service Errand form and send it via e-mail onto service@taskoprojekt.com;
- 2.3 The Service Errand form is available on TASKOPROJEKT S.A. website in the Contact tab – Service Department – Documents or will be sent to the Customer via e-mail;
- 2.4 Upon receiving an errand, the Customer should be contacted by phone or via e-mail within two hours on business days (Monday-Friday) between 0800 and 1600 hours;
- 2.5 In case of sending a written errand after 1600 hours on a business day (Monday-Friday), the phone or e-mail contact should take place on the next business day by 1000 hours;
- 2.6 Written errands are not acknowledged on public holidays, Saturdays and bank holidays;
- 2.7 Customer reporting a failure or requesting a machine Inspection is requested to inform TASKOPROJEKT S.A. Service Department on the exact location of the machine/ device.

3. Service intervention after reporting problems in operation and failure:

- 3.1 Intervention of remote service, if possible, in form of an online connection with the machine will take place up to 24 hours on business days (Monday-Friday) after confirming the acknowledgement of an errand or an order in case of chargeable services;
- 3.2 In case the external intervention is necessary, the arrival time of the service team at the place of machine installation will be set after the arrangements between the Customer and the Service Department;
- 3.3 The minimum time of the service team's arrival at the place of the machine installation is 48 hours from the moment of confirming the acknowledgement of an errand or an order in case of chargeable services on business days (Monday-Friday), however it depends on the

destination country to which the errand relates and which is determined with the Customer individually;

- 3.4 Service interventions will not be carried out on following public holidays: New Year, Easter, Constitution Day of 3rd May, Halloween, Christmas Eve and Christmas;
- 3.5 In case of issues or failure of the device included in the machine and necessity to make a service request to the device manufacturer`s service department, the Service Department will immediately inform the Customer about this fact and at his request may coordinate the errand and works of the device manufacturer`s service department. In this case, the intervention time depends on the response time of the device manufacturer`s service department and determined with the Customer separately;
- 3.6 If it is necessary to replace a part or the whole device included in the machine, the time to remove the failure will be determined by the time of availability of the given part or device and will be negotiated separately.