

Information for suppliers: Charging extra costs

General

The present information is the base for the charge of extra costs by INTEGRAL HYDRAULIK GmbH & Co.KG

Definition

Extra costs are caused by extra expenditures in the production, quality assurance and logistic department related to guarantee claims and in the case of non guideline conform deliveries of the supplier. For example these costs can result from expenditures for selections, additional tests, adjustment of the delivery documents etc.

The supplier is responsible for these extra expenditures. We charge the supplier with these extra costs. Extra costs include the necessary expenditures for the removal of the claim, as well as the expenditures for its administration considering proportional overhead costs.

Regardless of the above-said the cost entailed by the treatment of complaints shall be charged by us to the supplier with 150 € per job.

Limitation of extra costs

The following cost rates can be scheduled.

- selection costs up to 50 €/hour
- testing costs up to 50 €/hour
- administration charges up to 75 €/hour
- extra tour according to expenditures
- any other costs, such as laboratory costs by third parties', according to expenditures

Regardless of the above-said the cost entailed by the treatment of complaints shall be charged by us to the supplier with 150 € per job.

Remedial actions

We do inform immediately the supplier about the fault and the actual claim by a claim report including the indication on the delivery note. The supplier receives through this report the due date for the defect cure of the claim.

Independent of this due date we reserve the right, to remove the claim in person or through a third party in order to avoid line shut downs.

The supplier is requested to start immediately with actions to remove the claim. We have to be informed about these actions within 48 hours with a 8D-Report provided by the supplier, which includes an analysis of causes and defines an action plan.

In case that these actions do not show an adequate effectiveness, we reserve the right, to carry out further actions in order to limit the warranty costs. These actions are being held up, until the supplier has implemented demonstrable and effective actions on its own. We do charge the supplier with all these costs.