

# Service Agreement Support Portal

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## Introduction

Welcome to the Barcotec Support Portal! We are pleased to provide you with the best possible support for all your needs. Transparency, reliability, and a collaborative partnership are particularly important to us. This agreement is intended to clearly and comprehensively explain how our service works and what services you can utilize.

**Our goal is to be a reliable point of contact for you and to work with you to quickly find a good solution.**

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## 1. Scope of Services

Barcotec offers comprehensive services in consulting, planning, commissioning, technical support, repairs, maintenance, as well as custom solutions and software adaptations in the Auto-ID industry using barcodes and RFID. You can view the current status of our services at any time at [www.barcotec.at/services](http://www.barcotec.at/services).

We process every inquiry in a ticket with the utmost care and professional expertise. As an existing customer, you benefit from the fact that brief follow-up questions or straightforward issues resolved in under **15 minutes** are, of course, **free of charge** for you.

Please note: This free-minute policy does not apply to individuals or companies without an existing customer relationship with Barcotec. In such cases, the full cost will be charged from the moment the ticket is created.

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## 2. Business Hours & Availability

Our service team is available on weekdays:

- **Monday through Thursday: 8:00 AM – 5:00 PM**
- **Friday: 8:00 AM – 12:30 PM**

We will respond to inquiries received outside these hours as quickly as possible on the next business day.

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### 3. Response Times & Service Level

Without an individual Service Level Agreement (SLA), our response times are based on current team availability. We typically respond within **up to three business days**. We always strive to address your request as quickly as possible.

For special requirements, we are happy to arrange individual SLAs that include guaranteed response times and prioritized processing.

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### 4. Costs, Billing & Transparency

#### 4.1 Hourly Rate and Travel Time

Our standard hourly rate is €167.30 plus VAT. Travel time is billed, but we always try to resolve your issue via remote support to keep effort and costs to a minimum.

#### 4.2 Billing Units

- The first **15 minutes** of each request are **free of charge**—provided it concerns an issue that has not yet been addressed in our customer relationship. Furthermore, the terms described in Chapter 1 apply.
- After that, billing is in **15-minute increments**.
- Related issues are not artificially separated to ensure billing remains fair for you.

#### 4.3 Cost Estimates and Transparency

We want you to keep your costs under control at all times:

- If the expected time required exceeds 1 hour, you will receive a **cost estimate** in advance.
- For larger projects, we will provide a detailed quote.
- If it becomes apparent during the work that the effort will be greater, we will inform you immediately—**you decide** whether we should continue.

#### 4.4 Success-Based Billing

If a problem cannot be resolved despite reasonable effort (and not, for example, due to a lack of cooperation), we will reduce the billed amount by **50%**. We want you to pay only for services that provide you with real added value.

#### 4.5 Invoice recipient

The invoice recipient is usually the customer themselves. Alternatively, a different invoice recipient can be specified in the service portal (including the mandatory VAT number).

By submitting a ticket, you confirm that any costs may be billed to the specified invoice recipient in accordance with this service agreement.

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## 5. Registration, Term & Validity

By registering in the service portal, you confirm that you have read and understood this agreement. It applies to each active service ticket and ends automatically upon its completion, unless otherwise specified (e.g., in a valid SLA).

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## 6. Cooperation & Collaboration

To help us resolve your issue quickly and efficiently, it is very helpful if you:

- Describe issues or requests as precisely as possible.
- Provide relevant information, access credentials, or documents.
- Respond to inquiries promptly to avoid delays.
- Grant access to systems or devices as needed.
- Ensure a contact person and suitable working conditions for on-site visits.

**We will, of course, assist you in compiling all necessary information. If you are unsure what we need, we are happy to help—just ask!**

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## 7. Ticket Processing & Ticket Closure

- As soon as your issue has been resolved, we will update the ticket status and notify you via the portal and by email.
  - After the status changes to **“resolved,”** you have **3 business days** to ask follow-up questions or submit additional information.
  - If we do not receive a response from you during this time, the ticket will be automatically closed.
  - Closed tickets cannot be reopened. If further support is required, you can create a new ticket at any time. Please reference the original ticket number when creating the new ticket.
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## 8. Liability & Warranty

We are liable within the scope of the statutory provisions under Austrian law. To minimize potential risks, we recommend creating backups before making critical system changes. If you have any questions, we're happy to assist you.

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## 9. Data Protection & Confidentiality

We treat your data confidentially and in accordance with applicable data protection laws.

- Personal data required for invoicing is stored for 7 years in accordance with legal requirements.
- Customers without invoicing can request the deletion of their data in writing at any time.
- If a ticket was created without consent to the privacy agreement, we will proactively contact you. Without consent, we are unfortunately obligated to delete your data as well as the ticket—processing is not possible in this case.

For more information on data protection, please see our Privacy Policy at [www.barcotec.at/datenschutzerklaerung](http://www.barcotec.at/datenschutzerklaerung).

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## 10. Changes to the Agreement

Should significant changes to this agreement become necessary, we will notify you via email at least **four weeks in advance**.

If you do not actively object to the changes, they will be deemed accepted.

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## 11. Final Provisions

Should any individual provision become invalid, the remainder of the agreement shall remain valid. The place of jurisdiction is Barcotec's registered office—however, we prefer a mutual, solution-oriented resolution in every case.

**We look forward to a trusting and successful collaboration with you!**

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*Barcotec GmbH – As of: June 2026, Version 3.0*