



Conditions 2024_01 (valid from 01.1.2024)

Offer validity	2 months from the date of the offer
Terms of payment	for services, software licenses and maintenance contracts: 14 days net after invoicing for hardware deliveries (electrical systems and devices): 30 days net after invoicing
Invoicing	for services (commissioned work) and electrical equipment according to package offers: 50 % when ordering or awarding an order 40 % Billing of each order items after completion according to offer including any additional costs 10 % Invoicing on completion - The quotation is based on the currently known requirements. Any additional costs due to changed requirements are recorded after becoming known and communicated to the customer for approval. In the case of target prices, the actually expected costs are communicated at an early stage. -for services (commissioned work) according to cost accounting: 100 % of the services accrued per month at the end of the month or, in the case of service provision in the current month, on the date of completion -for software licenses, maintenance contracts and devices: 100% on delivery
Pricing	ex works, unpackaged, excl. VAT
Delivery	period by agreement
Warranty	The warranty period begins from delivery and is for new devices: 24 months on everything for repairs: 6 months on the repaired, replaced part
Rights of use	UX concepts and graphic elements are developed specifically for a specifically defined project and may only be used for this purpose. Use in other software projects or for marketing and communication purposes of any kind must be discussed in advance with Alphagate or, if necessary, specifically offered by Alphagate.
References	Alphagate is proud to work with its customers and wants to name companies with name and logo as a reference. If you do not wish this, please let us know in writing. The graphical results can be used for communication purposes after the date of presentation or sale and installation of the first Alphagate machine or solution. Comprehensive project descriptions as part of a case study are made available to the customer for approval before publication. The references are used in the available communication channels, on the Internet as well as in personal communication. The handling of the reference is deemed accepted unless otherwise agreed separately.
Conditions	Unless otherwise agreed separately, the following conditions apply in the version valid at the time of the offer:

These "Alphagate Conditions" and furthermore the "General Terms and Conditions of Delivery" and the "Software Conditions", published by the Association of the Electrical and Electronics Industry of Austria, shall take precedence. Download at: <https://www.alphagate.eu/en/gtc/>