

# Remote Support

## Terms and Condition for Remote Technical Support

01.01.2024

### Introduction

With development of means of communication MacGregor offers remote support in order to allow certain technical issues to be solved remotely without the presence of our experts on board.

Remote Support is provided by our dedicated Service Engineers and Technical Support Engineers.

Different means of communication may be utilised.



### Terms and Condition

First one (1) hour of remote support – free of charge

Additional and following hours – billable each commenced hour

Client shall issue PO number and provide billing details. MacGregor billing through the service branch. The rates are valid until 31.12.2024 and MacGregor reserves the right to change these rates at any time without prior notice. MacGregor After Sales Terms and Conditions (January 2014) applies.

### Fee schedule

EUR 270 / h.

Minimum fee EUR 810.

All prices and data listed above exclude the presently valid tax.

Contact your local Account Manager for further information.

MacGregor is a leader in sustainable maritime cargo and load handling with a strong portfolio of products, services and solutions. [www.macgregor.com](http://www.macgregor.com)

*MacGregor is part of Cargotec (Nasdaq Helsinki: CGCBV).*

**MacGregor Global Service Division**

[www.macgregor.com](http://www.macgregor.com)

