

As part of the general increase in costs we are now forced to charge for telephone inquiries of all kinds

Consulting Fees

Base Price per Answer..... 2,50 \$

Surcharges for special services:

- Response that requires thinking + 5,50 \$
- Response that requires intense thinking..... + 9,50 \$
- Correct answer..... + 19,50 \$
- Useful Response..... not available
- Additional Response..... on request
- Answer on a „is it possible-Question“ with „YES!“ and immediately hang up.... priceless

Surcharges for organizational services:

- Reference to a website + 1,50 \$
- Reference to a documentation / manual..... + 2,80 \$
- Reference to read the manual at first and hang up..... + 4,50 \$
- Redirect to the waiting queue (per minute)..... + 3,00 \$
- Sending a product catalogue to an address (excl. postage)..... + 5,00 \$
- Sending a product catalogue to the correct address (excl. postage)..... + 9,99 \$
- Mail reply (simple, unformatted, uncorrected)..... + 3,50 \$
- Mail reply with attached document..... + 9,90 \$
- Mail reply with attached correct document..... + 15,80 \$
- Mail Forwarding to a contact person who is on vacation..... + 10,00 \$
- Mail Forwarding to a contact person with additional distribution to uninvolved.. + 2,00 \$
- Write down a name and phone number..... +2,90 \$
- Transfer a telephone call to a contact person..... + 6,20 \$
- Transfer a telephone call to a present contact person..... + 8,00 \$
- Transfer a telephone call to a present contact person, that is thinking to be actually responsible..... + 19,80 \$
- Immediate recall by the responsible person..... technically impossible

With our greatest regret even our standard responses are no longer available for free:

- Saying „I'm not responsible“ followed by immediate hang up + 1,00 \$
- Shaking the head..... + 1,00 \$
- Pleating the Front..... + 1,50 \$
- Silly Face..... + 2,50 \$
- Cover face with both hands..... + 3,50 \$
- Sardonic laughter (ca. 98 dB)..... + 4,00 \$
- Cursing (each Word)..... + 2,50 \$
- Break down in tears..... + 5,00 \$
- Crying and Collapsing (including resuscitation)..... + 98,95 \$

Deal of the Week:

- Shrug..... + 0,50 \$

***Use also economic alternatives to our service offer!
You ask today – We answer later!***

Discounts:

- Response after 3 months..... -20 %
- Response after 6 months..... -50 %
- Response after 9 months or later..... -75 %

With our current salaries, we see no other way out! (Unfortunately!)

The prices are excl. VAT. The expected costs including processing fee (generally 20 \$) have to be transferred to our account in Liechtenstein before contacting the call center. The amount must be received on the account before you contact the call center.

Should have been reached through consultation no resolution or improvement of the problem, there is no entitlement to a refund already paid a portion and not at all on the entire amount. The same also applies to non-availability of the call center.

Complaints in this regard are generally passed to our legal department and lead to further cost to the requester according to which are driven inexorably.