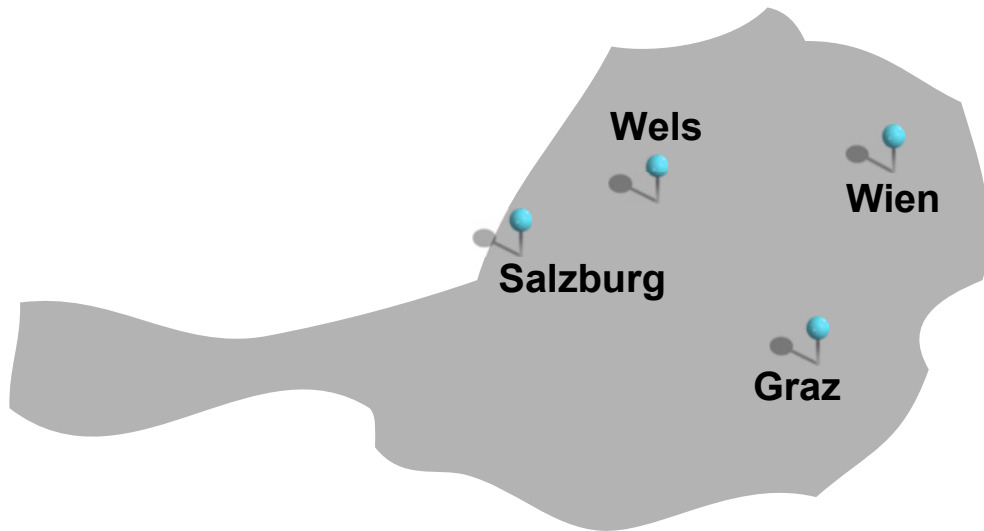




Austria



Office Equipment (personal computers & peripherals, copy machines)

unpacking and deliver to desk	yes
cabelling and system boot	with engineers only
software installation plug & play	with engineers only
exchange hardware components	with engineers only
SWAP	yes
Returns	yes
provide system engineers	yes

Consumer products (e.g. Flat TV's, coffee makers, vending machines)

deliver & unpack B2B	yes
deliver & unpack B2C	yes
fix / mount / drill the equipment	no
connect to electric power	yes
connect to water-tap	no
green-button instruction	no
SWAP	yes
Returns	yes

Large Equipment (e.g. racks, healthcare / medical equipment, ATM's)

deliver & unpack	yes
positioning	yes
mounting / assembling as per manual	no
drilling	no
cabelling	with engineers only
SWAP	yes
Returns	yes

Additional

Special Equipment (stairclimber)	yes
arrange crane + 4-wheel trucks	yes
Recycling	yes