



You drive, we care.



DKV service stations questionnaire

Feel free to fill out the questionnaire on your PC and e-mail to vehicleservice@dkv-euroservice.com.
 You can also fax it to: **+49 (0)2102/5518 - 599**. For further information go to the contact portal at www.dkv-euroservice.com.

Contact details

Company name			
Street/House no.			
Postal code/Town			
Country		State	
E-mail			
Phone		Fax	
Mobile phone no.		Website	
Contact person (full name)			

Payments transactions

VAT identification no.			
Name of your bank			
Account no.		Bank code	
IBAN		SWIFT-BIC	

Contact information

Emergency/repair <input type="checkbox"/> 24h emergency road assistance <input type="checkbox"/> Breakdown service vehicle <input type="checkbox"/> Recovery/towing <input type="checkbox"/> Truck tyre service <input type="checkbox"/> Car tyre service		<input type="checkbox"/> Truck repair service <input type="checkbox"/> Car repair service <input type="checkbox"/> Cooling system repair service <input type="checkbox"/> OBU installation service		VBA member since: _____ Manufacturer's contract with: _____		Other <input type="checkbox"/> Further training <input type="checkbox"/> Transport escort <input type="checkbox"/> Truck tire service <input type="checkbox"/> Car tire service <input type="checkbox"/> Dealer agreement with: _____	
Washing/cleaning (exterior cleaning) <input type="checkbox"/> Truck/Van <input type="checkbox"/> Car		Washing/cleaning (interior cleaning) <input type="checkbox"/> Regional goods transportation <input type="checkbox"/> Refrigerated trucks		<input type="checkbox"/> Silo vehicles <input type="checkbox"/> Tank trucks		Rental <input type="checkbox"/> Truck Rental Service <input type="checkbox"/> Trailer Rental Service <input type="checkbox"/> Car rentals	

Remarks (provide further location details)

(to be filled in by DKV)

DKV VAT identification no.	
DKV supplier no.	
DKV service centre no.	
<input type="checkbox"/> TP contract (Technical Partner)	<input type="checkbox"/> SGT contract (Salvaging & Towing)
<input type="checkbox"/> Workshop contract	<input type="checkbox"/> Washing service contract
<input type="checkbox"/> Tyre service contract	



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Emergency breakdown call

The lump sum travel distance (distance from the service station to the location of the vehicle and back) is based on the complete emergency vehicle (garage vehicle), the travel time and the kilometers driven based on zones.

I	Travel up to 20 km	80,00 €	Flat rate per kilometer for spare parts procurement: 2.00 € per km
II	Travel up to 40 km	130,00 €	
III	Travel up to 60 km	180,00 €	

Labor cost

Labor cost is calculated on the basis of the actual hours worked:

	€ per hour	No. of labor values per hour	€ per work value
Supervisor/recovery team leader			
Trained worker			
Untrained worker			

Overtime surcharge

The the following time-based surcharges may be billed in addition to the respective labor costs (only for the effective time worked at the emergency location):

Standard hourly rate	from 7 am to 8 pm on weekdays	0% surcharge
Extra hours	from 8 pm to 10 pm on weekdays	25% surcharge
Night hours	from 10 pm to 7 am on weekdays	50% surcharge
Saturday	from 7 am to 2 pm	25% surcharge
Saturday	from 2 pm to 12 pm	50% surcharge
Sundays and holidays	from 12 pm to 12 am	100% surcharge
Sundays and holidays	from 12 pm to 7 am on weekdays	50% surcharge

Recovery of heavy loads

All billing rates are stipulated in € per hour excluding value added tax incl. costs for emergency vehicle personnel, incl. hook load insurance. Use of an automotive or mobile crane

Lifting equipment	€ per hour
up to 25 t	
25 - 30 t	
30 - 35 t	
35 - 40 t	
40 - 45 t	
45 - 50 t	
50 - 60 t	
60 - 70 t	
70 - 80 t	
80 - 90 t	
over 90 t	

Standing and storage fees

Less than 12 hours, half day rate will be charged.

	Outdoor area € per day	Indoor area € per day
Truck		
Trailer		
Bus		

Tow trucks

	with 2-axle undertow lift € per hour	with 3-axle undertow lift € per hour	with 4-axle undertow lift € per hour	Special recovery and crane truck € per hour
3,5 - 7,49 t				
7,5 - 15,99 t				
16,0 - 21,99 t				
22,0 t				



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Billing rates for transfer transports and additional equipment

All billing rates are stipulated in € per hour excluding value added tax, incl. costs for emergency vehicle personnel, incl. hook load insurance.

Total weight	Tractor € per hour		Low loader without tractor € per hour		Low loader with a tractor € per hour	
	for trailer	for semitrailer	for trailer	for semitrailer	for trailer	for semitrailer
up to 20 t						
21 t - 30 t						
31 t - 40 t						
over 40 t						

Loading capacity	Forklifts, telehandlers, wheel loaders		Forklifts, telehandlers, wheel loaders	
	hourly rate € per hour	per recovery incident	hourly rate € per hour	per recovery incident
up to 2 t				
> 2 t - 5 t				
over 5 t				

Lifting capacity	Dolly axle (1 axle)		Dolly axle (2 axle)	
	hourly rate € per hour	per recovery incident	hourly rate € per hour	per recovery incident
up to 10 t				
11 t - 20 t				
over 20 t				

Environmental protection, safety, oil spill and severe contamination removal

	hourly rate € per hour	per recovery incident
Heavy wheel roller		
Hover cushion		
Oil binder incl. disposal/kg	€/kg	
Oil binder, disposal not included/kg	€/kg	

The prices agreed upon in this business profile do not include applicable value added tax. Each price adjustment must be submitted to the DKV for confirmation in writing along with an updated business profile.

Reviewed by: KF Vehicle Service Product Management

Date, signature

Service partner

.....
Date and place

.....
Stamp, signature

DKV EURO SERVICE GmbH + Co. KG

Ratingen,
Date

.....
Signature