**售后服务责任范围**

**After-Sale-Service Scope**

我司博世包装技术(杭州)有限公司郑重向贵司承诺:

We, Bosch packaging Technology (Hangzhou) Co., Ltd guarantee to the customer the below after-sale service:

1. 应急服务

Emergencyservice support

当接到客户的服务需求后，卖方的售服工程师在没有事先安排其他服务任务的情况下，卖方应在48小时派出中国工程师(公众假期除外) 到客户现场解决问题。

When Bosch receive customer urgent service inquiry, Bosch (Hangzhou) will do its best to help Buyer to resolve technical problem and will send Chinese engineer to customer site within 48 hours (exclude public holiday) if there is free engineer in office.

1. 因设备自身原因而发生的故障,在质保期内,卖方工程师发生的费用或更换配件的费用由卖方负责。

During warranty period, seller will offer free of charge services and replacement parts when machine has problems which is caused by machine self.

收到您的信息后，专业技术人员会尽快联系您并帮助您解决处理问题。

Ourexpertswill contact you assoonas possible afterreceive yourinformation and supportyou to solve the problems.

关于杭州工厂库存备件, 我们将保证在双方确认后24小时内快件发出(公共假期除外)。

德国工厂的库存备件, 我们将保证在双方确认后48小时内快件发出(视德国库存情况，公共假期除外)。

Besides above , we also guarantee that the spare parts stored in Hangzhou factory will sent to your side within 24 hours after we confirm with you , the spare parts stored in German plant will be sent out within 48hours (subject to the condition on site)after we confirm with you. All above mentioned time exclude public holiday.