



# Legal Issues in Service

## Basic legal knowledge for service managers

Two-day intensive seminar

### Dealing with service-specific legal challenges

Flexibility, improvisation and decision-making make your service valuable to your customers. But what if not everything goes according to plan and the customer complains about the execution of your work and/or the bill? How to respond to the respective legal issues in this case? What can be done in advance to be protected against unpleasant surprises? What needs to be observed in service contracts and liability for defects, e.g. for wear parts and spare parts?

During this two-day seminar, attendees will acquire an overview of key legal issues in the service business and attain confidence in dealing with the service-specific legal challenges.

### Ihr Nutzen & Inhalte

The participants elaborate the legal questions that are game changers for the service business in a practice-oriented manner, thus acquiring certainty in the contractual arrangement of the customer relationship and the conflicts that arise. In addition, the participants attain new insights in relevant topics in service by the active sharing of experience with the speaker and the participants, such as conclusion of contracts in service, liability and compensation of complaints, peculiarities in employment law for employees in the service etc. Benefit from the practice-oriented know-how and the experience of our experts!

It is assumed that the participants have experience in technical service. Legal knowledge is not required.

#### Contents

- Conclusion and content of service contracts
  - Individual and general service contracts with customers
  - Contracts with contracted service companies
- Liability for defects (keywords: warranty and guarantee)
  - Comparison of liability for defects according to law and voluntary guarantee
  - Fulfillment of the warranty and guarantee obligations by the service
- Liability for damages
  - Liability risks from services
  - Personal liability of the service manager
  - Product liability, especially product recalls
- International contracts
  - Applicable law for cross-border activities
  - Jurisdiction and arbitration agreements
- Selected questions of labor law, e.g.
  - Worktime regulations
  - Temporary employment

#### Methodology

- Keynote speeches and dialogue-oriented lectures
- Plenary discussion
- Active exchange of experience
- Discussion of relevant problems using concrete case studies

- **Duration**  
2 days
- **Start/End**  
09:00 am to 05:30 pm each
- **Target group**  
Managing directors, owners, executives and responsible technical service staff who want greater legal certainty in their dealings with customers
- **Our services**  
Seminar participation & networking  
Seminar documents  
Drinks and lunch  
Certificate of attendance
- **Your investment**  
€ 1,860.00 plus VAT

#### Information and registration

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As of 04/19/2018.  
Subject to change.