



UEI TEST INSTRUMENTS TERMS & CONDITIONS

Definitions

- Company:** A business organization that makes, buys, or sells goods or provides services in exchange for money.
- Supplier:** A business that sells a particular type of product and/or services (quality & technical services).
- Agreement:** An arrangement, contract, etc., by which people agree about what is to be done.
- Customer:** A person or company who pays a professional person or organization for products and/or services.
- Terminate:** Coming to an end or capable of ending.

Calibration Services

UEI TEST INSTRUMENTS is in the business of providing product and calibration/repair services in different fields to its customers based on their needs and wants.

Calibration Request as service

The customer shall inform and/or provide equipment details (a list of instruments with make & model) to be calibrated or repaired to review UEI Test Instruments' capabilities and submit a quotation for services to be performed.

UEI TEST INSTRUMENTS can perform an ISO/IEC 17025:2017 accredited calibration per our accredited scope. The customer shall inform us in one of the following methods (email, fax, telephone conversation, etc.) when requesting a service quote on accredited calibrations. Please review our scope of accreditation on our website.

UEI TEST INSTRUMENTS will not perform calibration until the instrument and its procedure are available. UEI TEST INSTRUMENTS is committed to keeping its objective commitment to "on-time delivery" and will make every effort to comply with it.

In case UEI TEST INSTRUMENTS is unable to calibrate one of your test and measuring equipment and if it requires to be sent out to one of our approved suppliers, UEI TEST INSTRUMENTS will notify our customers in advance and with an estimated delivery time and wait for the approval. UEI TEST INSTRUMENTS will not be held responsible for any delays caused by such outsourced services.

Delays in services could be caused by lack of accessories, parts, special orders, lab standards sent out for calibration, etc.



Calibration service cost does not include the following unless it was agreed in the prior contract (batteries, fuses, bulbs, filters, pump, instrument case, tubing, or other accessories). A separate repair estimate/quote will be sent to you about all the repairs.

The customer is responsible for cleaning and keeping all the accessories along with the instrument. UEI TEST INSTRUMENTS will not be responsible for the loss of any accessories after the instrument is serviced and shipped.

Instrument Receiving: UEI TEST INSTRUMENTS will indicate on the receiving documents any missing accessories and any defects as part of the incoming receiving process.

As part of the calibration process, UEI TEST INSTRUMENTS may reset the instrument and will not be held responsible for resetting the instrument the settings as the instrument had before calibration.

Re-calibration Notification

The customer is responsible for reviewing and making sure that all their instruments are within their calibration due dates as recommended by their original equipment manufacturer (OEM). UEI TEST INSTRUMENTS and its associates and UEI TEST INSTRUMENTS's suppliers will not be held responsible for your equipment that has passed their calibration due dates.

Repair Services

UEI TEST INSTRUMENTS will make every reasonable effort to repair your instrument to meet either OEM or your needs. Customers are required to approve the submitted estimate before repair. For any reason if a repair estimate is not approved, a repair evaluation fee may be applied.

Some manufacturers do not share their technology on repairs and consider this their proprietary information, as such a situation arises UEI TEST INSTRUMENTS will notify and advise accordingly.

Accredited Calibration Service Request (ISO/IEC:17025)

For customers who require accredited calibration services and documentation to comply with their customers or regulatory requirements, UEI TEST INSTRUMENTS can provide you with such services and report the expanded uncertainties for all the applicable test points per our scope of accreditation; however, UEI TEST INSTRUMENTS does not apply associated expanded uncertainties to the decision rule to determine the "PASS/FAIL" criteria of each test point (unless requested and agreed). In addition to this, the final determination of "within tolerance" and "out of tolerance" conditions provided on the calibration certificate are purely based on the instrument's specifications (tolerance) published by OEM at the time of calibration. UEI TEST INSTRUMENTS and its affiliates will not be held responsible for any change in specifications by OEM on any instrument.

In case we do not find any OEM tolerances or specifications, we will reach out to you and seek your advice on how to proceed to make the decision "PASS/FAIL" statement. UEI TEST INSTRUMENTS will also search national and international standards, and regulatory requirements and try to find the specifications similar to your instrument and share the information with you for your approval.



RUSH / Next on Bench / Expedited Calibration Request

Customers can request an expedited calibration service at the time of sending their equipment for calibration. UEI TEST INSTRUMENTS will try every effort to accommodate your request and will notify you immediately if we are unable to meet your request. There will be an additional fee associated with such services.

Instruments sent in for repairs cannot be expedited.

On-Site Calibration Services

What if a customer requests UEI TEST INSTRUMENTS to visit their facility to conduct an on-site calibration service. In this case, the customer is responsible for all the published requirements to meet environmental conditions, disassembling and disconnecting equipment from their production lines. UEI TEST INSTRUMENTS and its employees are not responsible for any re-installation of their process equipment after the completion of the calibration process.

All the equipment should be in working condition and readily available to our technicians, any downtime will be billed accordingly.

Quality Assurance

UEI TEST INSTRUMENTS is an accredited calibration service center. UEi Test Instruments, per ISO/IEC 17025, ANSI/NCSLI Z540.1 & ANSI/NCSLI Z540.3, our calibration certificate and test data meet the requirements of these standards. Customers are responsible for reviewing these issued calibration certificates and associated test data to confirm that their requirements have been met.

Calibration cycles and calibration intervals are reported on the certificate(s) per customer request.

Measurement Traceability

UEI TEST INSTRUMENTS reported data is traceable to SI units unless otherwise specified.

Contract Amendments

UEI TEST INSTRUMENTS has the right to change the calibration pricing and submit quote pricing after the validity of the quote expires. Quoted prices are valid for a maximum of 30 days.

Payments Processing

All calibration prices are subject to change without notice.

Payments are due per agreed payment terms.



Shipping & Delivery

UEI TEST INSTRUMENTS will use the customer's available (on file) shipping account (or) per agreed terms as pre-pay and add to the invoice.

UEI TEST INSTRUMENTS is not responsible for any packages received as damaged, incomplete, missing accessories, etc. Customers must inspect the package and make sure they have received all the items and accessories.

Limited Warranty

UEI TEST INSTRUMENTS warrants that our services will be performed in a good and workmanlike manner by subject matter and trained professionals and by normally accepted industry standards. The customer's sole and exclusive remedy and UEI TEST INSTRUMENTS's entire liability concerning our consulting services and warranty will be to either.

Re-verify or cause to be re-verified at no additional cost to the customer the portion of the service(s) not in compliance with this warranty, provided all payments were cleared by the customer.

Refund amounts paid by the customer using an itemized breakdown process, related to the portion of the services not in compliance provided, however, in each case of alleged noncompliance, the Customer notifies UEI TEST INSTRUMENTS of the alleged noncompliance within ten (10) business days of the service(s) completed.

LABORATORY shall not, under any circumstances whatsoever, be liable to Customer, or any other party, for economic loss or damages, diminution of goodwill, or any other special or consequential damages whatsoever concerning any claim hereunder resulting from loss related to UEI TEST INSTRUMENTS services and/or products.

In addition, UEI TEST INSTRUMENTS's liability for warranty claims shall not, in any event, exceed the itemized invoice amount of the services or products claimed noncompliance or defective.

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