

TERMS AND CONDITIONS

Quality Policy: "We shall provide superior calibration and repair services while continuously improving customer service and excellence in quality and reliability. *Quality Leadership* is the principal value rigorously applied throughout the organization.

1. QUALITY SYSTEM

All work is performed in accordance with Hayes Instrument Service Inc.'s Quality System and meet the requirements of ISO 9001, ISO 10012-1, ANSI/NCSL Z540-1-1994 and ISO/IEC 17025.

2. CERTIFICATE OF CALIBRATION

A certificate of calibration will be issued for each instrument calibrated.

3. CALIBRATION STICKERS

When an instrument is calibrated, a sticker will be affixed indicating calibration date, due date and technician's I. D. number.

4. CALIBRATION INTERVALS

Calibration intervals will be determined by the customer. If not specified by the customer, intervals will twelve (12) months.

5. LEVELS OF CALIBRATION

Z540 (calibration with data): Upon request, short form calibration data will be provided. The data sheet conforms to the manufacturer's specifications. As applicable, the test data sheet lists the instrument tolerances and out of tolerance data when an instrument is found to be out of tolerance. It also lists the equipment/working standards used to perform the calibration.

Accredited (17025): Upon request, a calibration certificate with data will be issued in accordance to ISO/IEC 17025 requirements for items within our scope of accreditation. Any statement of compliance with specifications made on the certificate is based on the zero guardbanding method and will be reported without factoring in the effect of uncertainty on the assessment of compliance.

6. PRICING

Calibration prices may be quoted in advance upon request.

All repairs are quoted before the work is done. Repairs are done on a time and material basis. If you choose not to proceed with a quoted repair, an evaluation charge will apply. A 90 day parts and labor warranty applies.

7. TIME OF PERFORMANCE

Typical turnaround time for calibration is 3 to 5 working days. Turnaround time for repairs is dependent on the availability of parts.

8. ON-SITE CALIBRATION

On-site calibration services are typically scheduled three months in advance of service. Prices are quoted in advance.

9. AUTOMATIC RECALL

When instruments are due for calibration, a computerized list stating the equipment due will be sent 30 days in advance.

10. ON-LINE SERVICES

Customer access to our website is provided upon request at no cost. Documentation available through the customer portal includes certificates, invoices, packing slips, recall and equipment lists.

11. FREE PICK-UP AND DELIVERY SERVICE

Hayes Instruments' well-maintained delivery vans are specially equipped to transport your equipment safely. Each driver carries a cell phone to assure prompt and accurate pick-ups and deliveries. We take extra care to protect your equipment so no extra packaging is required on your part. We carry significant insurance for your equipment while it is in our possession. For "reasonable" quantities of equipment or local areas*, **Hayes Instrument Service** provides this "value added" service at no additional charge. (*most of MA, RI, and selected areas of CT, NH, ME, NY, VT)

12. SHIPPING TO HAYES INSTRUMENT SERVICE

If you have a small order you wish to send, you can ship it to us freight prepaid by the carrier of your choice. Instruments being shipped to Hayes Instrument Service should be individually wrapped (we recommend bubble wrap) and placed in a sturdy (corrugated) cardboard box. To prevent shifting, we suggest placing a minimum of 4 inches of dry packing material (Styrofoam peanuts, etc.) between your equipment and the containers four inner walls.

While Hayes Instrument Service does not require a return authorization number, it is important that your shipment be accompanied by:

- Your (signed) purchase order
- A contact name, address, telephone and fax number, and e-mail address (if available)
- A description of the service needed or, if repair is required, a brief description of the problem(s) you are experiencing.

10. PAYMENT TERMS

Hayes Instrument Service, Inc. regular payment terms are net 30 days, unless otherwise agreed upon in advance or specified by the terms of your purchase order.

Payments may be made by check payable to Hayes Instrument Service, Inc., 530 Boston Road, Billerica, MA 01821 or via ACH and/or wire transaction. We also accept Visa, Mastercard and American Express credit cards.

Accounts will automatically be placed on a COD or CIA basis, when payments are made 30 days past their due date. Invoices paid late may carry a 1 1/2% interest charge per month on the unpaid balance.