

Equipment sent in to Maxpro for repair and/or calibration services fall under the following terms and conditions.

Maxpro prefers a Service Request Form to be submitted with each piece of equipment detailing the customers contact information, any issues or concerns about the equipment and services the customer wants provided.

All equipment will be subject to a minimum of 1.5 hours to inspect and estimate.

If the calibration interval is not specified by the customer, the customer agrees to a 1 year interval for the equipment being calibrated.

The methods Maxpro uses are developed by Maxpro and are based on the current revisions of international, national or industry standards unless otherwise specified. Methods can be reviewed by the customer upon request.

The acceptance criteria of quoted item(s) are based on manufacturers' specification unless otherwise specified.

Conformity statements (e.g. "In Tolerance" (Pass) or "Out of Tolerance" (Fail)) resulting from the calibration performed does not take into account the reported measurement uncertainty, unless otherwise specified. This is a shared risk decision rule which the customer also has responsibility for determining acceptance of results.

Once a service estimate is provided and submitted to the customer, if Maxpro does not hear from the customer with instruction on how to proceed for over 30 days, Maxpro relinquishes responsibility of that equipment.