

May 1, 2021

## **CALIBRATION AND REPAIR SERVICES TERMS & CONDITIONS**

All equipment received in our permanent or mobile laboratories for repair and/or calibration services fall under these terms and conditions.

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

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

If the customer does not specify the calibration interval, 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.

Maxpro relinquishes responsibility of equipment, 30 days from the date of the service estimate is provided to the customer.

Maxpro's Decision Rule:

Conformity statements (e.g., "In Tolerance" (Pass) or "Out of Tolerance" (Fail)) resulting from the calibration performed are based on the \*Simple Acceptance method unless otherwise specified. This is a shared risk decision rule which the customer also has responsibility for determining acceptance of results.

\*Simple Acceptance is the basic decision rule where acceptance is made when measurement results are within the Tolerance Interval. It is a binary, meaning there are only 2 choices:

1. Pass/In Tolerance – measured value is within the tolerance limit
2. Fail/Out of Tolerance – measured value is outside the tolerance limit

This method of accounting for measurement uncertainty is the simplest.