

SPECIAL TERMS AND CONDITIONS FOR THE PROVISION OF METROLOGY SERVICES

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1 CONDITIONS FOR THE PROVISION OF CALIBRATION SERVICES AND INSPECTION OF MEASURING INSTRUMENTS

1.1 CONDITIONS FOR VALIDITY OF A SERVICE

Measurement results, stated on a Calibration Certificate or in an Inspection Report, demonstrate the condition of a measuring instrument at the time of the measurement and do never imply its long-term stability.

In the case a measuring instrument can be adjusted by its user, measurement results apply only if the instrument is properly adjusted, which is the responsibility of its user.

1.2 VALIDITY OF AN OFFER PRICE

The price of calibration does not include any needed adjustments or repairs. In the case that during a calibration process it becomes evident that a measuring instrument needs adjusting or repairing, the applicant is charged for re-calibration of the instrument (only to the extent necessary). In such a case, SIQ shall consult the applicant on the increase of the price of calibration.

When the calibration of a measuring instrument is to be done by SIQ for the first time, the price given in an offer or pro-forma invoice is an estimated price. If during the work procedure it becomes evident that the final price will be higher than the estimated price, SIQ consults the applicant before proceeding further with the work.

1.3 ORDER SPECIFICATION

When placing an order, the applicant shall specify the type of a service required, which can be either accredited or non-accredited calibration (to receive a Calibration Certificate), verification (to receive a verification label and, if required by the applicant, an inspection report or a certificate of conformity with applicable regulations), if there exist a valid type approval and relevant rules on metrological conditions, or repair.

The applicant may specify quantities and parameters as well as their values at which calibration is to be performed. If such is not the case, SIQ selects them on the basis of experience and manufacturer's recommendations in such a way that they are representative of the overall functioning of the instrument. If this cannot be done, SIQ consults the applicant beforehand.

The applicant who knows or suspects that the instrument has defects or that it functions incorrectly shall bring this to the attention of SIQ when placing an order, because SIQ always approaches to calibration and verification on the presumption that the instrument is functionally faultless. The applicant is advised to check the functioning of the instrument before delivering it to SIQ.

If a defect is discovered during a calibration procedure, SIQ immediately informs the applicant of that and requires the applicant's further instructions. If SIQ and the applicant agree on a repair, this is done either by SIQ or SIQ sees to it that the instrument is repaired at a relevant authorised service.

1.4 DELIVERY OF MEASURING INSTRUMENTS

When delivering the instrument, the applicant shall submit also:

- a) the entire available accompanying documentation (instructions for use, service instructions, connection diagrams, certificates, if issued, and the like);
- b) all auxiliary measuring equipment (measuring cables and connectors, connector mating adapters, impedance matching adapters, measuring systems, sensors, connectors, plug-ins, pertinent calibration kits or measurement standards, custom power supply cables, power supply units and/or batteries and the like).

1.5 DISCOUNTS

In specific cases, when certain measuring procedures can be combined, the applicant is entitled to a discount on the price of the service. When more instruments of the same type are calibrated at the same time, the applicant is entitled to a 10% discount on each of the two calibrated instruments, or to a 15% discount on each of the three or more calibrated instruments. In the case of an agreement on permanent calibration services or in the case of a bigger order, the applicant is entitled to further benefits, stipulated separately by a written agreement. In this case the applicant is not entitled to the previously mentioned discount for the calibration of a group of instruments, unless it is agreed separately.

2 CONDITIONS FOR THE REPAIR OF MEASURING INSTRUMENTS

2.1 ESTIMATION OF THE COSTS OF REPAIR

In all cases, the costs of repairs applied for are first estimated. If you do not decide on the repair, you are charged the costs of the estimation of the repair. The cost of the estimation is EUR 300.00 (net of VAT).

2.2 REPAIRS WITHIN THE SCOPE OF AN AUTHORISED SERVICE

SIQ offers a six-month performance warranty. A warranty for built-in components is in line with the terms and conditions of the supplier of these components. A warranty applies only to the work and components relating to the same defect and if the recurrence of the defect is not a result of incorrect handling with a device.

The costs of justified claims are fully covered by SIQ. The applicant covers the costs of unjustified claims. The applicant may only file a claim relating to the same defect as it was identified when placing the order.

2.3 REPAIRS OUTSIDE THE SCOPE OF AN AUTHORISED SERVICE

In cases of repairs of measuring equipment of manufactures with which SIQ has not concluded a service agreement, documentation, spare parts and manufacturer's support are generally not available to SIQ, due to which SIQ cannot guarantee successful completion of the repair. A warranty is not issued for such repairs.