

SPECIAL TERMS AND CONDITIONS FOR THE PROVISION OF METROLOGY SERVICES

SIQ Ljubljana, Mašera-Spasičeva ulica 10, Slovenia

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 a Verification Report, demonstrate the condition of a measuring instrument at the time of the measurement and do never imply its long-term stability.

If the measuring instrument has the option to be adjusted, the measurement results shall only apply if the adjustment has been carried out by SIQ Ljubljana and the measurement results after adjustment have been provided in the issued document.

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 measuring instrument (only to the extent necessary). In such a case, SIQ Ljubljana 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 Ljubljana 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 Ljubljana 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 (the result is a Calibration Certificate), or verification, if there exist a valid type approval and relevant rules on metrological conditions (the result is a Verification Label, Verification Report and a Certificate of Conformity with applicable regulations, provided the measuring instrument fulfils all the requirements of applicable regulations).

At the time of the request, the customer shall specify the quantities and parameters and their values at which the calibration is to be carried out. Otherwise, the service shall be carried out in accordance with the SIQ measurement protocol for that instrument, which shall be provided to the customer at his request.

The applicant may also specify the recalibration interval and specifications of the measuring instrument.

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

1.4 DELIVERY AND RETRIEVAL OF MEASURING INSTRUMENTS

When delivering the measuring instrument, the applicant shall submit also:

- the entire available accompanying documentation (instructions for use, service instructions, connection diagrams, certificates, if issued, and the like);
- 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).

The applicant shall personally deliver measuring instruments to SIQ Ljubljana. In the case measuring instruments are delivered and/or received by post, SIQ Ljubljana does not cover any shipping costs nor assumes any responsibility for any potential damage incurred.

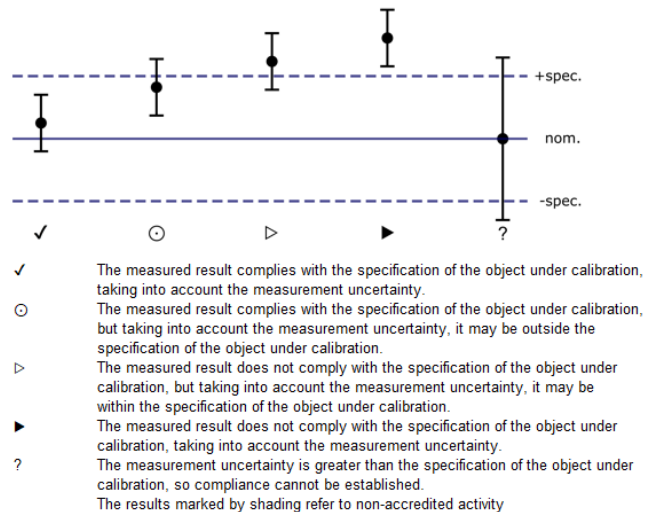
If a defect is detected on receipt of the measuring instrument or during calibration, the applicant shall be informed immediately and further instructions shall be requested.

1.5 CONDITIONS FOR THE START OF WORK AND EXECUTION OF THE ORDER

SIQ shall initiate the provision of the service ordered when the offer is confirmed by means of a purchase order, except in cases where the service is contracted.

1.6 DECISION RULE

The decision rule concerning the conformity of the measurement results with the applicant's specifications or requirements is explained in each Calibration Certificate in the following way:



By confirming the order, the applicant agrees to the chosen decision rule. The applicant may otherwise request its own decision rule at the time of placing the order.

The decision rule concerning the adequacy of the measurement results is explained in each Verification Report. As the decision rule is established by law for the issuing of the Validation Report, it cannot be changed by the applicant.

1.7 PAYMENT

The applicant shall receive the Calibration Certificate, the Verification Report, the Certificate of Compliance with Regulations, and other issued documents upon full settlement of the invoice.

1.8 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 measuring instruments of the same type are calibrated at the same time, the applicant is entitled to a 3% discount on each of the two calibrated measuring instruments, or to a 5% discount on each of the three or more calibrated measuring 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 on the calibration of a group of measuring instruments, unless it is agreed separately.

2 CONDITIONS FOR THE REPAIR OF MEASURING INSTRUMENTS

SIQ Ljubljana only carries out minor repairs of measuring instruments. If the applicant's measuring instrument is sent to the appropriate repair shop, the repair shop shall first make an estimate of the repair costs and only start the repair after the cost estimate has been confirmed by the applicant. SIQ Ljubljana does not offer any discounts on repair prices.

A warranty is not issued for repairs. The repair warranty is subject of the terms and conditions of the repair service.